DS-1000/1200 Advanced Troubleshooting Guide

For use by Operators and Engineers

Select the required Error Code:

1 - 7 (Page 3)	8 - 11 (Page 4)	12 - 17 (Page 5)	18 - 22 (Page 6)	23 - 27 (Page 7)
28 - 32 (Page 8)	33 - 37 (Page 9)	38 - 42 (Page 10)	43 - 47 (Page 11)	48 - 55 (Page 12)
60 - 63 (Page 13)	64 - 68 (Page 14)	69 - 80 (Page 15)	81 - 85 (Page 16)	86 - 90 (Page 17)
91 - 93 (Page 18)	94 - 102 (Page 19)	103 - 107 (Page 20)	108 - 112 (Page 21)	113 - 119 (Page 22)
120 - 126 (Page 23)	127 - 131 (Page 24)	132 - 137 (Page 25)	138 - 142 (Page 26)	143 - 146 (Page 27)
147 - 150 (Page 28)	151 - 156 (Page 29)	157 - 161 (Page 30)	162 - 167 (Page 31)	168 - 170 (Page 32)
171 - 174 (Page 33)	175 - 179 (Page 34)	180 - 183 (Page 35)	184 - 188 (Page 36)	189 - 193 (Page 37)
194 - 197 (Page 38)	198 - 208 (Page 39)	209 - 214 (Page 40)	215 - 221 (Page 41)	222 - 229 (Page 42)
230 - 233 (Page 43)	234 - 236 (Page 44)	237 - 242 (Page 45)	243 - 249 (Page 46)	250 - 255 (Page 47)
256 - 262 (Page 48)	263 - 269 (Page 49)	270 - 277 (Page 50)	278 - 290 (Page 51)	291 - 311 (Page 52)
312 - 322 (Page 53)	323 - 332 (Page 54)	333 - 338 (Page 55)	340 - 394 (Page 56)	395 - 402 (Page 57)
403 - 408 (Page 58)	409 - 414 (Page 59)	415 - 422 (Page 60)	423 - 429 (Page 61)	430 - 438 (Page 62)

DS-1000/1200 Advanced Troubleshooting Guide

For use by Operators and Engineers

Select the required Error Code:

439 - 494 (Page 63) 495 - 501 (Page 64) 502 - 509 (Page 65) 510 - 517 (Page 66) 518 - 525 (Page 67)

526 - 550 (Page 68) 551 - 602 (Page 69) 603 - 609 (Page 70) 610 - 615 (Page 71) 616 - 624 (Page 72)

625 - 700 (Page 73) 701 - 757 (Page 74) 758 - 764 (Page 75) 765 - 772 (Page 76) 773 - 1002 (Page 77)

1003 - 1021 (Page 78) 1022 - 1027 (Page 79) 1028 - 1041 (Page 80) 1042 - 1052 (Page 81)

1053 - 1057 (Page 82) 1058 - 1998 (Page 83)

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
1	Epot error	Call Technical Support	Call Technical Support	Processor fault.
2	Covers Open	Close covers and press start to continue	Ensure all covers are firmly closed. If a particular cover will not close, move the cover sideways and watch the screen to see if it momentarily closes. If so then the alignment is out or the magnet is weak. Achieve the best position to allow the machine to operate and call the Service Engineer to replace the magnet. If the cover will not allow the machine to run under any conditions call the Service Engineer.	a) Check alignment of cover magnets to reed switches. b) Check operation of reed switch by using a detached magnet. If reed switch will not close then replace. c) Check performance of cover magnet (should allow a minimum of 2mm before message appears). If magnets are weak then replace them.
4	Wrong version of vertical stacker firmware detected	An incompatible version of VS firmware is fitted. Please upgrade to the latest version as soon as possible	Contact IPSS for further advice	Contact IPSS for further advice
5	Thickness checker offset is non zero	Check/Remove any envelopes under the thickness checker device. Press Run to continue.	Ensure that the pressure roller transport bracket is securely locked down. Check to see that LVDT sensor is securely located and that the plunger is moving freely.	Re set the LVDT device and PCB potentiometers using the installation instructions.
6	Thickness checker failure	Thickness checker has detected the filled envelope is too thin. Remove the envelope from the output area and manually check.	Ensure that the pressure roller transport bracket is securely locked down. Check to see that LVDT sensor is securely located and that the plunger is moving freely.	Re set the LVDT device and PCB potentiometers using the installation instructions.
7	No thickness checker data found	The job being run has NO thickness checker calibration data. Please run the calibration process before continuing.	Run the calibration process again ensuring that the LVDT plunger moves up and down freely.	Re set the LVDT device and PCB potentiometers using the installation instructions.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
8	Too many successive thickness checker failures detected	Please Autoend the current job and check ALL settings are correct. Re-calibrate if necessary	Run the calibration process again ensuring that the LVDT plunger moves up and down freely.	Re set the LVDT device and PCB potentiometers using the installation instructions.
9	Card feeder in fault condition.	Please remove documents from card feeder HP1 and HP2 press start to continue.	Check the definition of the displayed fault code in the fault message. This gives a more detailed description of the fault with the card feeder.	Consult the DS-200 technical documentation for details of the displayed fault.
10	Feeder Empty	Load empty feed station	If the job has been run successfully before, check the following operator settings: a) Clean the feed tyres with a clean cloth and clean water. b) Check that the side guides are not too tight (leave 1 to 2mm each side of the document. c) Check that the forms are neatly loaded and stacked and that the first form is resting against the feed tyres. d) Ensure that you have not forced too many forms against the feed tyres and caused the pack to 'wedge'. If these are OK then: a) Check that the separator gap gives a light grip between the feed wheels and the separator stones. b) Watch the conveyor and check to see that it moves forward. c) Check that the feed wheels rotate when required. If any of these are not true then call the Service Engineer. If the job is being run for the first time and the feeder is trying to feed then: a) Check the program settings are correct (contact technical support for help if you are not sure). b) Increase the level of shielding in document settings (if it was 70% for example, increase it to 80%). c) Increase the separator gap in 'Document'.	Before checking the machine functionality ensure that the program settings for the material being used are correct. a) Check that feed wheels rotate and try to drive paper from hopper. If feed wheels do not rotate then check clutch is functioning from engineer screens. b) If clutch is functioning but feed wheels are intermittent then check condition of 48 tooth final drive gear (item 56, section 4c.1). c) Lower the vane (item 15, section 4c.1), request a feed and ensure that the conveyor drives strongly forward. If not then remove conveyor and check fixing and condition of conveyor drive gears (item 5n, section 4c.1). d) Check condition of feed tyres. If worn then replace. If not worn then consider use of alternative hi-grip feed tyres (see product guide for options). e) Check 80gsm separator setting, re-calibrate if necessary. f) Check free running of separator shield and that it indexes correctly to furthest forward position (fully shielded). g) Check that the pick-up clutch operates correctly.
11	Feed Jam	Open feeder cover, clear jam, re-load Feeder and press start to continue.	If the paper appears to not be damaged or there is no form at the feed hold point then using an air duster clean the sensors in the feeder. Ensure that the pivoting plate holding the 4 feed wheels is securely latched down (the 2 latch knobs should be located in posts in the chassis).	a) Check the deskew and HP1 sensor values, clear and blocked in engineer. b) Check the feed clutch is driving properly. c) Check that the feed brake is operating correctly and not binding. d) Check that the roller clutches in the pick-up wheels are freely rotating and not binding.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
12	Feeder has stream fed	Check separator gap and shield position. Re-load and press start to continue.	a) Decrease the shield setting (if it was, say, 80% reduce it to 70%). Don't decrease the shield setting too much or the feeder may not pick up correctly. b) If the shield setting does not resolve the problem, return it to its original setting and reduce the separator gap. If the fault still persists try the shield again with the reduced separator setting.	Check all operator program settings before looking for machine faults. a) Check that the pick up wheel roller clutches are freely rotating and not binding. b) Check that the shield is correctly indexing. c) Check 80gsm separator setting, re-calibrate if necessary. d) Check the feed brake is operating correctly.
13	Document lost from feeder	Remove document from the feeder. Press start to continue	Clean all rollers of the feed assembly	Check the operation of the clutches and brakes in engineer. Check for binding. Upgrade to at least V5.02 firmware. Check for correct springs on pressure assembly.. Hi-cap to a folder requires springs G1026A in all locations.
14	Calibration document not loaded in single online.	Load calibration document into the SOL feeder at HP2. Press start to continue.	Make sure the document is loaded before the SOL HP 2 solenoid, and is blocking the HP2 sensor. Check side guides are not restricting the document.	Check SOL HP2 solenoid is working correctly. Check SOL HP2 sensor is working correctly.
15	Document has not left fold rollers	Open fold plate 1/3 assembly and remove documents from rollers. Close fold plate assembly and press start to continue	Check the fold settings relative to the paper being used. Check that the fold box 1/3 is securely located.	a) Check the folder exit sensor. b) Check the drive to the fold rollers is correct and that the motor pulley is securely locked to the motor shaft. c) Check that the No-fold beams are pivoting freely. d) Check that the fold plates run freely over their full length of travel including deflecting the no-fold beams, if sluggish check the slide mechanisms are clean and free from dirt.
16	Jam between feeder and folder	Check for document at output of feeder and fold plate 1/3 assembly. Remove document and press start to continue	Check the fold settings relative to the paper being used. Check that the fold box 1/3 is securely located.	a) Check the folder exit sensor. b) Check the drive to the fold rollers is correct and that the motor pulley is securely locked to the motor shaft. c) Check that the No-fold beams are pivoting freely. d) Check that the fold plates run freely over their full length of travel including deflecting the no-fold beams, if sluggish check the slide mechanisms are clean and free from dirt.
17	Unexpected document at output of folder	Remove document from output of Folder and/or Shuttle Bed. Press start to continue	Check the fold settings relative to the paper being used. Check that the fold box 1/3 is securely located.	a) Check that the hi-cap clutches are free running and not binding. b) Check that the hi-cap brakes are operating correctly. c) Check that the pressure roller carrier in the hi-cap is correctly latched down and that the springs (G1026a) are correctly located. If a diverter is fitted: a) Check that the clutch is free running and not binding on. b) Check that the brake is functioning correctly. c) Check that the drive belt to the clutch is not over tight (note that the belt tensioner should only be used to remove slack and not to apply any tension to the belt).

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
18	No reply from card feeder	Check ALL connections and that the card feeder is ready (not in a fault condition). Press start to continue.	Check power to feeder. Check fault light is extinguished when faults are cleared at the feeder. Check cover switches function correctly.	Check serial connections are in place. If fault persists take a trace from the main machine and check responses from card feeder.
19	Autoending with an empty downstream feeder.	Re-load empty feeder or if no more documents available then remove the documents from the up-stream IT rack to allow the Autoend process to complete. Press start to continue.	NA	NA
20	Envelope has not arrived at opener	Open ‘Divert assembly’ and remove envelope from opener area. Press start to continue	Check that the pivoting plate carrying the 4 rollers at the entry to the opener is securely latched down. Using an air duster clean the opener entry and opener flap sensors. Always ensure that the divert assembly (opened with the black handle) is securely latched down.	a) Check the opener entry, opener flap and envelope feeder HP1 sensor values clear and blocked. Run the hybrid motor for the envelope feed and ensure that all drives are running freely and can be loaded without causing slippage. b) Check that the opener extrusion is pivoting freely and that the return spring is in place.
21	Envelope has stopped in opener	Open ‘Divert assembly’ and remove envelope from opener area. Press start to continue	Check that the pivoting plate carrying the 4 rollers at the entry to the opener is securely latched down. Using an air duster clean the opener entry and opener flap sensors. Always ensure that the divert assembly (opened with the black handle) is securely latched down.	a) Check the opener entry, opener flap and envelope feeder HP1 sensor values clear and blocked. b) Run the hybrid motor for the envelope feed and ensure that all drives are running freely and can be loaded without causing slippage. c) Check that the opener extrusion is pivoting freely and that the return spring is in place.
22	Unopened envelope has not been fully ejected from eject area	Open ‘Divert assembly’ and remove envelope from reject rollers. Press start to continue	Ensure there are no obstructions on the cover of the opener divert. Always ensure that the divert assembly (opened with the black handle) is securely latched down.	a) Clean the rollers which drive the unopened envelope out of the divert cover. b) Ensure that there are no obstructions to the rejected envelope leaving the reject slot in the divert cover (process an envelope round the divert by hand). c) Check the functionality of the reject solenoid. d) Check that the extrusions pull down when the solenoid is activated so that they do not catch on the transport belts and do not cause the envelopes to catch on their leading edge.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
23	Too many envelope rejects	Check loading of envelopes and re-calibrate doubles	Check that envelopes are not partially gummed down. Check that the configuration chosen with the job is correct for the envelope size being used. Always ensure that the divert assembly (opened with the black handle) is securely latched down.	Ensure doubles is deselected and that the correct configuration for the envelope chosen is being used. If it is then: a) Check the opener entry, opener flap and envelope opener conveyor HP1 sensors clear and blocked values. b) Check that the opener extrusion rotates freely and that the return spring is in place.
24	Opener Side Guide Sync Blocked	Remove Envelope from the Opener Hold Point (HP1). Press start to continue	Check HP is clear of envelopes. Clean the sensor with an air duster if required. Remove all envelopes from the envelope path on unit 0.	Check the blocked and clear values of the HP sensor. Check that the side guide motor runs backwards and forwards in engineer mode. If mechanism is struggling to drive the assembly the dismantle and check for damage, Check the leadscrew is not damaged. Check the side guides are not bent/distorted adjust if required. Check the motor drives correctly when not attached to the mechanism.
25	Successful thickness checker calibration	Check the contents of the calibrated envelope. If all OK then press start to continue or change settings and re-calibrate.	NA	NA
26	OMR printing error detected	Both EOG and demand mark are printed on the document. Please remove error documents. Press run to continue.	Check printing on documents is correct to program. Re-calibrate OMR reader (if MS9 scanner). Check camera setup (if using multi or automulti camera system) ROI.	Check that only printed marks are being detected, not ‘ghost’, ‘set-off’ or marks seen through the page.
27	Oversize Group Destination Not Compatible with AIMS	Change the destination for oversize groups in the IMOS configuration settings so that they are not sent to the output.	Please see ‘DS1XXX AIMS setup doc V5’, or above, in the inserter documentation directory C:\Program Files (x86)\.....\Documentation\Other Documentation\ADF\ AIMS.	Advise/train the customer/operator where to look to understand IMOS and AIMS settings.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
28	FOG Document Needs to be Removed.	Autoending FOG documents with AIMS requires the next FOG to be removed at the completion of the job run.	This is a correct operating message. If you do not want this message appearing at the end of a job then the job or material need to be changed.	Advise the customer of label characters for changing machine control.
29	Envelope Side Guide Sync Blocked.	Remove Envelope from the Opener Hold Point (HP1). Press start to continue	Check HP is clear of envelopes. Clean the sensor with an air duster if required. Remove all envelopes from the envelope path on unit 0.	Check the blocked and clear values of the HP sensor. Check that the side guide motor runs backwards and forwards in engineer mode. If mechanism is struggling to drive the assembly the dismantle and check for damage, Check the leadscrew is not damaged. Check the side guides are not bent/distorted adjust if required. Check the motor drives correctly when not attached to the mechanism.
30	Envelope has not arrived at conveyor stop.	Open 'Divert assembly' and remove envelope from conveyor. Press start to continue	Check that the pivoting plate carrying the 4 rollers at the entry to the opener is securely latched down. Using an air duster clean the opener entry and opener flap sensors. Always ensure that the divert assembly (opened with the black handle) is securely latched down.	a) Check the opener entry, opener flap and envelope opener conveyor HP1 sensor values clear and blocked. b) Run the hybrid motor for the envelope feed and ensure that all drives are running freely and can be loaded without causing slippage. c) Check that the opener extrusion is pivoting freely and that the return spring is in place.
31	Envelope has not left conveyor hold point.	Open 'Divert assembly' and remove envelope from conveyor. Press start to continue	Check to ensure that envelopes are not damaged before use and that the windows are securely gummed down. Ensure side guides are correctly set and that envelopes are feeding squarely into the machine. Always ensure that the divert assembly (opened with the black handle) is securely latched down.	a) Check the HP1 sensor is correct clear and blocked. b) Check the drives to the conveyor are running freely. c) check that the pressure rollers in the divert assembly are running freely and that the white springs are in place on the front pressure shaft (the one with the rubber tyres). d) Check the solenoid fires correctly and that the stop drops below the conveyor bed by at least 1mm.
32	Envelope has not left conveyor hold point.	Open 'Divert assembly' and remove envelope from conveyor. Press start to continue	Check to ensure that envelopes are not damaged before use and that the windows are securely gummed down. Ensure side guides are correctly set and that envelopes are feeding squarely into the machine. Always ensure that the divert assembly (opened with the black handle) is securely latched down.	a) Check the HP1 sensor is correct clear and blocked. b) Check the drives to the conveyor are running freely. c) check that the pressure rollers in the divert assembly are running freely and that the white springs are in place on the front pressure shaft (the one with the rubber tyres). d) Check the solenoid fires correctly and that the stop drops below the conveyor bed by at least 1mm.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
33	An unopened envelope is on the conveyor.	Open 'Divert assembly' and remove envelope from conveyor. Press start to continue.	Check to ensure that envelopes are not damaged before use and that the windows are securely gummed down. Ensure side guides are correctly set and that envelopes are feeding squarely into the machine. Always ensure that the divert assembly (opened with the black handle) is securely latched down.	a) Check the HP1 sensor is correct clear and blocked. b) Check the drives to the conveyor are running freely. c) check that the pressure rollers in the divert assembly are running freely and that the white springs are in place on the front pressure shaft (the one with the rubber tyres).
34	Unopened envelope has not been fully ejected from eject area.	Open 'Divert assembly' and remove envelope from reject rollers. Press start to continue	Ensure there are no obstructions on the cover of the opener divert. Always ensure that the divert assembly (opened with the black handle) is securely latched down.	a) Clean the rollers which drive the unopened envelope out of the divert cover. b) Ensure that there are no obstructions to the rejected envelope leaving the reject slot in the divert cover (process an envelope round the divert by hand). c) Check the functionality of the reject solenoid. d) Check that the extrusions pull down when the solenoid is activated so that they do not catch on the transport belts and do not cause the envelopes to catch on their leading edges.
35	Unopened envelope has not been fully ejected from eject area.	Open 'Divert assembly' and remove envelope from reject rollers. Press start to continue	Ensure there are no obstructions on the cover of the opener divert. Always ensure that the divert assembly (opened with the black handle) is securely latched down.	a) Clean the rollers which drive the unopened envelope out of the divert cover. b) Ensure that there are no obstructions to the rejected envelope leaving the reject slot in the divert cover (process an envelope round the divert by hand). c) Check the functionality of the reject solenoid. d) Check that the extrusions pull down when the solenoid is activated so that they do not catch on the transport belts and do not cause the envelopes to catch on their leading edges.
36	Envelope not correctly positioned at insert platform.	Remove partially fed envelope from insert platform or from under the insert plate.	Check to ensure that envelopes are not damaged before use and that the windows are securely gummed down. Ensure side guides are correctly set and that envelopes are feeding squarely into the machine. Always ensure that the divert assembly (opened with the black handle) is securely latched down.	a) Check the flap sensor value blocked and clear. b) Check that the solenoid at HP2 is operating correctly. b) Check that the stop is rotating freely. d) Check that the stop goes down below the bed by at least 1mm. e) Check the pressure between the flap gripper rollers and the needle bearing on the insert plate is tight.
37	The envelope at insert area has been damaged and has not ejected correctly.	Remove envelope with contents. Also remove document on insert platform. Press start to continue.	Check to ensure that envelopes are not damaged before use and that the windows are securely gummed down. Ensure side guides are correctly set and that envelopes are feeding squarely into the machine. Always ensure that the divert assembly (opened with the black handle) is securely latched down.	a) Check the flap sensor value blocked and clear. b) Check the pressure between the flap gripper rollers and the needle bearing on the insert plate is tight. c) Check that the flap gripper stepper is driving correctly.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
38	Envelope has overrun, or been removed from, insert area.	Check envelope size matches the job configuration. Press start to continue.	Check to ensure that envelopes are not damaged before use and that the windows are securely gummed down. Ensure side guides are correctly set and that envelopes are feeding squarely into the machine. Always ensure that the divert assembly (opened with the black handle) is securely latched down.	a) Check the pressure between the flap gripper rollers and the needle bearing on the insert plate. b) Check that the flap gripper stepper is driving correctly.
39	Flushed envelope at insert platform.	Remove envelope from insert platform to allow flushing to complete	Remove all material from the insert platform. Clean the flap sensor with an air duster if required. Check / remove any partially fed envelopes from HP2. (lift the insert top plate to gain access).	Remove all material from the insert platform. Check the blocked and clear sensor values of the flap sensor. Clean the flap sensor with an air duster if required. Check / remove any partially fed envelopes from HP2. (lift the insert top plate to gain access) If envelop path is clear and job is complete. Press clear and re-start to clear all flushing messages.
40	The filled envelope has not arrived at the end of the turnover.	Remove filled envelope from insert platform/turnover belts (ensure belts are OK before continuing)	Ensure that the turnover belts are correctly in place and are driving the envelope around the turnover. Check the setting of the adjustable spring guide under the insert head.	a) Check that the turnover motor and drive are functioning properly. b) Ensure that the belts are running true and not tracking off. c) Check that the kicker belts are not rubbing on the insert plate and that there is at least 2mm clearance as the kicker belts reach the end of the insert plate. d) Check the turnover index sensor clear and blocked. e) Check the turnover eject sensor clear and blocked.
41	Envelope has not left turnover	Remove filled envelope from end of turnover. Press start to continue	Check to ensure that the insert is fully in the envelope. If not then make suitable adjustments to the insert area.	a) Check the turnover eject sensor clear and blocked. b) Check the turnover index sensor clear and blocked. c) Check the turnover eject stepper operation. d) Check for obstructions in the wetter.
42	Envelope is stopped in wetter.	Remove filled envelope from wetter. Press start to continue	Ensure that the correct envelope size is being used with this job. Ensure the wetter assembly is correctly positioned for the envelope flap being processed. Ensure there are no obstructions in the wetter (bits of removed envelopes). Ensure that the inserts are correctly inserted into envelopes. If not then make adjustments at the insert area.	a) Check that drive belts are running freely. b) Check the gap between the wetter sponge and the top and bottom guides (to ensure envelope is not being trapped). c) Check for free running of all the pressure rollers on the roller carrier extrusion. d) Check that an even pressure is achieved between every roller on the roller carrier and the drive belts (use the adjustable collars that support the wetter bed to adjust the bed height.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
43	Envelope is Stopped in closer	Remove filled envelope from closer. Press start to continue	Ensure that the correct envelope size is being used with this job. Ensure the wetter assembly is correctly positioned for the envelope flap being processed. Ensure there are no obstructions in the wetter (bits of removed envelopes). Ensure that the inserts are correctly inserted into envelopes. If not then make adjustments at the insert area.	a) Check the closer and eject sensor values clear and blocked. b) Check for obstructions in the wetter. c) Check for free running of all the pressure rollers on the roller carrier extrusion. d) Check that an even pressure is achieved between every roller on the roller carrier and the drive belts (use the adjustable collars that support the wetter bed to adjust the bed height. e) Ensure that the closer guide spring (item 29, section 4a.18) is in the correct position.
44	Envelope is Stopped in closer	Remove filled envelope from closer. Press start to continue	Ensure that the correct envelope size is being used with this job. Ensure the wetter assembly is correctly positioned for the envelope flap being processed. Ensure there are no obstructions in the wetter (bits of removed envelopes). Ensure that the inserts are correctly inserted into envelopes. If not then make adjustments at the insert area.	a) Check the closer and eject sensor values clear and blocked. b) Check for obstructions in the wetter. c) Check for free running of all the pressure rollers on the roller carrier extrusion. d) Check that an even pressure is achieved between every roller on the roller carrier and the drive belts (use the adjustable collars that support the wetter bed to adjust the bed height. e) Ensure that the closer guide spring (item 29, section 4a.18) is in the correct position.
45	An unexpected document has arrived at eject	Remove any items at the eject. Press start to continue	Using an air duster clean the closer and eject sensors.	a) Check the eject and closer sensor clear and blocked values. b) Ensure that the routing of the sensor wires is as far away as possible from the motor (to prevent noise).
46	A filled envelope has not cleared the eject	Remove filled envelope from eject. Press start to continue	Ensure any output device (franker) is operating correctly. Clean the eject and closer sensors using an air duster.	a) Check the closer and eject sensor values clear and blocked. b) Check for obstructions in the wetter. c) Check for free running of all the pressure rollers on the roller carrier extrusion. d) Check that an even pressure is achieved between every roller on the roller carrier and the drive belts (use the adjustable collars that support the wetter bed to adjust the bed height. e) Ensure that the closer guide spring (item 29, section 4a.18) is in the correct position. f) Check that the output devices are correctly positioned and are functioning correctly to take the envelopes away.
47	AIMS Error Due to Forms in Group Equalling Zero.	Check AIMS for Details. If fault persists contact NTL IPSS.	Grouping control on the documents or within the control file are incompatible with the job settings.	Advise the customer of label characters for changing machine control.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
48	Turnover Unexpected	Remove filled envelope from turnover. Press start to continue	Clean the turnover eject sensor and flap position sensor with an air duster. Check all document settings are correct.	Check the blocked and clear values for the turnover eject and flap sensors. Check the pressure is correct for flap gripper rollers. Check all document settings are correct. If any material is not inserted correctly this may unexpectedly block the turnover eject sensor so ensure fingers are set correctly.
50	Document has not arrived at Shuttle Bed	Remove document from feeder interface/ folder output. Press start to continue	Check that the document size is correct for the job configuration. Clean the shuttle bed sensor using an air duster.	a) Check the drive to the feeder interface. b) Check that the feed brake is not binding on. c) Check that the feed clutch is operating correctly. d) Check the shuttle stepper is operating correctly. e) Check the shuttle index sensor value blocked and clear.
51	Shuttle cannot resync as it is blocked by a document	Remove document from Shuttle Bed. Press start to continue	Clean the shuttle bed sensor using an air duster.	a) Check the shuttle bed sensor value blocked and clear (note that this sensor is forced to a 13mA emitter current and should have a pot value of zero).
52	Document jam at Shuttle Bed.	Remove document from Shuttle Bed. Press start to continue	Check that the document size is correct for the job configuration. Clean the shuttle bed and track top and bottom sensors using an air duster.	a) Check the shuttle bed sensor value blocked and clear (note that this sensor is forced to a 13mA emitter current and should have a pot value of zero). b) Check the track top and bottom sensor values clear and blocked. c) Check the operation of the shuttle stepper. d) Check to ensure that shuttle belts are not too loose.
53	Document has overrun the Shuttle Bed or been removed	Press start to continue	Check to ensure that the document size is correct for the job configuration. Adjust the shuttle pressure springs (3 off) to increase the resistance to document movement.	a) Check the shuttle bed sensor value clear and blocked. b) check the functionality of the 3 off adjustable shuttle guide springs.
54	Shuttle Unexpected	Remove insert from shuttle. Press start to continue	Clean the shuttle bed and fold exit sensor with an air duster. Check all document / fold settings are correct.	Check the blocked and clear values of the folder exit and the shuttle bed sensor in engineer mode. Check HP before the shuttle (depends on hardware fitted) is working correctly (clutches not binding, brakes working Sol working correctly.
55	Thickness Checker Calibration Failure	Check the contents of last envelope processed. Re-calibrate the thickness checker	Check to ensure that the carriage holding the thickness checking devices is correctly latched down and that both devices are moving up and down freely.	Connect a multimeter to the test points on the dual LVDT PCB and check the voltage setting for each device is 1.5V.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
60	Document failed to arrive at OMR/ Barcode area	Open Hi-cap feeder top cover and remove document. Press start to continue.	Check that the hi-cap pressure roller assembly is properly latched down. Clean all hi-cap feed and transport rollers with clean water and a clean cloth.	a) Check the 2 feed clutches are driving correctly and that they are not slipping. b) Check that the hi-cap brakes are not binding. c) Check that the roller clutches in all the transport rollers are running freely. d) Check the sensor values clear and blocked for the hi-cap exit sensor. e) Ensure that the OMR transport belts are driving correctly and that the adjustable collars are securely clamped to the drive shafts.
61	Document jam OMR/Bar code area	Open Hi-cap feeder and OMR/Barcode unit covers. Remove document in OMR/ Barcode unit. Press start to continue	Check that the hi-cap pressure roller assembly is properly latched down. Clean all hi-cap feed and transport rollers with clean water and a clean cloth.	a) Check the 2 feed clutches are driving correctly and that they are not slipping. b) Check that the hi-cap brakes are not binding. c) Check that the roller clutches in all the transport rollers are running freely. d) Check the sensor values clear and blocked for the hi-cap exit sensor. e) Ensure that the OMR transport belts are driving correctly and that the adjustable collars are securely clamped to the drive shafts. f) Check to ensure that there are enough guide brackets (item 7, section 4c.26) and that they are guiding the paper over the chassis bridges.
62	Document failed to arrive at collator input	Open collator cover and top conveyor. Remove document at input to top conveyor. Press start to continue	Check that the hi-cap pressure roller assembly is properly latched down. Clean all hi-cap feed and transport rollers with clean water and a clean cloth.	a) Check the collate hp1 sensor value blocked and clear. b) Check that the collate drive belts are operating correctly without slip. c) Check the functionality of the hp1 clutch and brake. d) Check the sensor values clear and blocked for the hi-cap exit sensor. e) Ensure that the OMR transport belts are driving correctly and that the adjustable collars are securely clamped to the drive shafts. f) Check to ensure that there are enough guide brackets (item 7, section 4c.26) and that they are guiding the paper over the chassis bridges.
63	Document jam at collator input	Open collator cover and top conveyor. Remove document at feeder end of top conveyor. Press start to continue	Clean all hi-cap feed and transport rollers with clean water and a clean cloth. Check that there are no obstructions in the OMR/Barcode unit. Ensure the collate conveyor and collate pocket side guides are correctly adjusted.	a) Check the collate hp1 sensor value blocked and clear. b) Check that the collate drive belts are operating correctly without slip. c) Check the functionality of the hp1 clutch and brake. d) Check the sensor values clear and blocked for the hi-cap exit sensor. e) Ensure that the OMR transport belts are driving correctly and that the adjustable collars are securely clamped to the drive shafts. f) Check to ensure that there are enough guide brackets (item 7, section 4c.26) and that they are guiding the paper over the chassis bridges.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
64	Document failed to arrive at collator second hold-point	Open collator cover and top conveyor. Remove document at feeder end of top conveyor. Press start to continue	Check that there are no obstructions in the OMR/Barcode unit. Check there are no obstructions in the collate conveyor section. Clean the collate conveyor hold point sensors with an air duster. Ensure the collate conveyor and collate pocket side guides are correctly adjusted.	a) Check the collate hp1 and HP2 sensor values blocked and clear. b) Check that the collate drive belts are operating correctly without slip. c) Check the functionality of the HP1 and HP2 clutch and brake.
65	Document jam at collator second hold-point.	Open collator cover and top conveyor. Remove document at output end of top conveyor. Press start to continue	Check that there are no obstructions in the OMR/Barcode unit. Check there are no obstructions in the collate conveyor section. Clean the collate conveyor hold point sensors with an air duster. Ensure the collate conveyor and collate pocket side guides are correctly adjusted.	a) Check the collate HP1 and HP2 sensor values blocked and clear. b) Check that the collate drive belts are operating correctly without slip. c) Check the functionality of the HP1 and HP2 clutch and brake.
66	Document failed to arrive in collator pocket	Open collator cover, top conveyor and lower conveyor. Remove documents. Press start to continue	Check there are no obstructions in the collate conveyor section. Clean the collate conveyor hold point sensors and the collate pocket sensor with an air duster. Ensure the collate conveyor and collate pocket side guides are correctly adjusted.	a) Check the collate HP1 and HP2 sensor values blocked and clear. b) Check that the collate drive belts operate correctly without slip. c) Check the functionality of the HP1 and HP2 clutch and brake. d) Check the free running of the needle bearings on the bottom edge of the collate guide extrusion. e) Check the alignment between the collate conveyor side guides and the collate pocket side guides.
67	Document jam in collate pocket	Open collator cover, top conveyor and lower conveyor. Remove documents. Press start to continue	Check there are no obstructions in the collate conveyor section. Clean the collate conveyor hold point sensors and the collate pocket sensor with an air duster. Ensure the collate conveyor and collate pocket side guides are correctly adjusted. Ensure that the document is correct for the job configuration. Clean the eject sensor using an air duster.	a) Check that the collate drive belts are operating correctly without slip. b) Check the free running of the needle bearings on the bottom edge of the collate guide extrusion. c) Check the alignment between the collate conveyor side guides and the collate pocket side guides. d) Try reducing the number of balls in the collate back stop. e) Increase the collate pocket clearance from 2mm to 4mm. f) Increase the collate pocket depth in 1mm steps.
68	Document failed to arrive at collator eject	Open collator cover, top conveyor and lower conveyor. Remove documents. Press start to continue	Ensure the collate conveyor and collate pocket side guides are correctly adjusted. Ensure that the document is correct for the job configuration. Clean the eject sensor using an air duster.	a) Check the free running of the needle bearings on the bottom edge of the collate guide extrusion. b) Check the alignment between the collate conveyor side guides and the collate pocket side guides. c) Try reducing the number of balls in the collate back stop. d) Increase the collate pocket clearance from 2mm to 4mm. e) Increase the collate pocket depth in 1mm steps. f) Check the eject sensor value blocked and clear.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
69	Document jam at collator eject	Slide collator back and remove documents from collator eject. Press start to continue	Ensure the collate conveyor and collate pocket side guides are correctly adjusted. Ensure that the document is correct for the job configuration. Clean the eject sensor using an air duster.	a) Check the free running of the needle bearings on the bottom edge of the collate guide extrusion. b) Check the alignment between the collate conveyor side guides and the collate pocket side guides. c) Try reducing the number of balls in the collate back stop. d) Increase the collate pocket clearance from 2mm to 4mm. e) Increase the collate pocket depth in 1mm steps. f) Check the eject sensor value blocked and clear.
70	Collate stepper failed to index	If documents have been removed and fault still remains call Technical Support	Check that there are no obstructions in the collate pocket	a) Check collate stepper index sensor. b) Check drive pulley is locked to motor shaft. c) Check free running of collate pocket pawled belts.
71	Document Lost From Collate Pocket	Remove All docs from the Collate pocket. Press Run to Continue	Check configuration and document details are correct. Autoend and re calibrate sensors.	Check sensors for calibrated levels. Check functionality and free movement of front stop.
72	Collate Eject Document Lost	Remove All docs from the Collate eject. Press Run to Continue	Check configuration and document details are correct. Autoend and re calibrate sensors.	Check sensors for calibrated levels. Check exit clutch and brake for functionality and free movement.
80	Insert track stepper has stalled	Remove documents from insert track as well as upstream and downstream transfers.	Check that there are no obstructions to the insert track path. Check that the track belts are not damaged and that all the pawls are in place. Check that the shuttle belts are not obstructing the insert track belts.	a) Check condition of pawled belts. b) Check that motor pulley is securely locked to the motor shaft. c) Check the insert track index sensor blocked and clear and the insert track clock sensor blocked and clear. d) Run the stepper in Engineer screen and check the returned number of clocks, forward and back. These should be equal in both directions to within 2 clocks. e) While still in Engineer stepper test, add resistance to the pawls and watch the change in returned clocks. This should give an indication of the strength of the stepper.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
81	Shuttle stepper has stalled	Press start to continue Remove document from Shuttle Bed. Press start to continue	Check that there are no obstructions to the shuttle stepper. Check that the shuttle belts are not damaged and that all the pawls are in place. Check that the insert track stepper belts are not obstructing the shuttle belts. Check to ensure that the shuttle adjustable tapes are not too strong causing the document on the shuttle bed to hold back the belts.	a) Check condition of pawled belts. b) Check that motor pulley is securely locked to the motor shaft. c) Check the shuttle index sensor blocked and clear and the shuttle clock sensor blocked and clear. d) Run the stepper in Engineer screen and check the returned number of clocks, forward and back. These should be equal in both directions to within 2 clocks. e) While still in Engineer stepper test, add resistance to the pawls and watch the change in returned clocks. This should give an indication of the strength of the stepper.
83	Insert finger stepper has stalled	Remove envelope from insert area. Press start to continue	Check that the outer fingers are approximately 9mm in from the edge of the envelope. Check that the outer fingers enter the envelope just before the inner and middle fingers. Use the adjusting knob on the top of the kicker assembly to move the middle fingers further in or out of the envelope (the middle fingers should be just inside the throat when fully in).	a) Check that the vane moves when adjusted on the cam (if the return spring is weak then the cam will move during operation and cause the fingers to 'hunt'). b) Check that the motor pulley is securely locked to the motor. c) Check that the middle fingers are not over-adjusted (i.e. they are not hitting metalwork in either the forward or backward directions). d) Check the finger vane sensor blocked and clear.
84	Turnover eject stepper has stalled	Remove filled envelope from end of turnover. Press start to continue	Check that there are no obstructions to the turnover eject stepper. Check that the eject belt is not damaged and that all the pawls are in place.	a) Check condition of pawled belts. b) Check that motor pulley is securely locked to the motor shaft. c) Check the turnover eject index sensor blocked and clear and the turnover eject clock sensor blocked and clear. d) Run the stepper in Engineer screen and check the returned number of clocks, forward and back. These should be equal in both directions to within 2 clocks. e) While still in Engineer stepper test, add resistance to the pawls and watch the change in returned clocks. This should give an indication of the strength of the stepper.
85	Kicker stepper has stalled	Remove filled envelope and document from insert platform. Press start to continue	Check that there are no obstructions to the kicker stepper. Check that the kicker belts are not damaged and that all the pawls are in place. Check that the handover pawled belts are not obstructing the kicker belts.	a) Check condition of pawled belts. b) Check that motor pulley is securely locked to the motor shaft. c) Check the kicker index sensor blocked and clear and the kicker clock sensor blocked and clear. d) Run the stepper in Engineer screen and check the returned number of clocks, forward and back. These should be equal in both directions to within 2 clocks. e) While still in Engineer stepper test, add resistance to the pawls and watch the change in returned clocks. This should give an indication of the strength of the stepper. f) Check that the kicker belt pawls are not hitting any part of the kicker assembly or the insert platform. g) Check that at the front end the kicker pawls are at least 2mm above the insert platform.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
86	Handover Stepper has stalled	Remove document from insert platform and Unit 1 transfer	Check that there are no obstructions to the handover stepper. Check that the handover belts are not damaged and that all the pawls are in place. Check that the kicker pawled belts are not obstructing the handover belts.	a) Check condition of pawled belts. b) Check that motor pulley is securely locked to the motor shaft (this is a flexible coupling and should be securely clamped at both ends). c) Check the handover index sensor blocked and clear and the handover clock sensor blocked and clear. d) Run the stepper in Engineer screen and check the returned number of clocks, forward and back. These should be equal in both directions to within 2 clocks. e) While still in Engineer stepper test, add resistance to the pawls and watch the change in returned clocks. This should give an indication of the strength of the stepper. f) Check that the handover belt pawls are not hitting any part of the insert platform.
87	Collate eject stepper stalled	If fault persists call Technical Support	Check that there are no obstructions to the collate stepper. Check that the collate belts are not damaged and that all three backstops are in place.	a) Check condition of the belts. b) Check that motor pulley is securely locked to the motor shaft. c) Check the collate index sensor blocked and clear and the collate disk sensor clear and blocked.
88	The envelope has not arrived or left the insert area correctly	Remove envelope from insert platform and any partially fed envelope on conveyor. Press start to continue	Check to ensure that envelopes are not damaged before use and that the windows are securely gummed down. Ensure side guides are correctly set and that envelopes are feeding squarely into the machine. Always ensure that the divert assembly (opened with the black handle) is securely latched down.	a) Check the flap sensor value blocked and clear. b) Check that the solenoid at HP2 is operating correctly. c) Check that the stop is rotating freely. d) Check that the stop goes down below the bed by at least 1mm. e) Check the pressure between the flap gripper rollers and the needle bearing on the insert plate is tight. f) Run the stepper in Engineer and check that clocks returned are consistent.
90	Shuttle stepper failed to index	Remove documents from Shuttle Bed and retry. If fault persists call Technical Support	Check that there are no obstructions to the shuttle stepper. Check that the shuttle belts are not damaged and that all the pawls are in place. Check that the insert track stepper belts are not obstructing the shuttle belts. Check to ensure that the shuttle adjustable tapes are not too strong causing the document on the shuttle bed to hold back the belts.	a) Check condition of pawled belts. b) Check that motor pulley is securely locked to the motor shaft. c) Check the shuttle index sensor blocked and clear and the shuttle clock sensor blocked and clear. d) Run the stepper in Engineer screen and check the returned number of clocks, forward and back. These should be equal in both directions to within 2 clocks. e) While still in Engineer stepper test, add resistance to the pawls and watch the change in returned clocks. This should give an indication of the strength of the stepper.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
91	Insert Track stepper failed to index	Remove documents on Track and retry. If fault persists call Technical Support	Check that there are no obstructions to the insert track path. Check that the track belts are not damaged and that all the pawls are in place. Check that the shuttle belts are not obstructing the insert track belts.	a) Check condition of pawled belts. b) Check that motor pulley is securely locked to the motor shaft. c) Check the insert track index sensor blocked and clear and the insert track clock sensor blocked and clear. d) Run the stepper in Engineer screen and check the returned number of clocks, forward and back. These should be equal in both directions to within 2 clocks. e) While still in Engineer stepper test, add resistance to the pawls and watch the change in returned clocks. This should give an indication of the strength of the stepper.
92	Turnover Eject stepper failed to index	Remove documents under Turnover and retry. If fault persists call Technical Support	Check that there are no obstructions to the turnover eject stepper. Check that the eject belt is not damaged and that all the pawls are in place.	a) Check condition of pawled belts. b) Check that motor pulley is securely locked to the motor shaft. c) Check the turnover eject index sensor blocked and clear and the turnover eject clock sensor blocked and clear. d) Run the stepper in Engineer screen and check the returned number of clocks, forward and back. These should be equal in both directions to within 2 clocks. e) While still in Engineer stepper test, add resistance to the pawls and watch the change in returned clocks. This should give an indication of the strength of the stepper.
93	Kicker stepper failed to index	Remove documents in Insert area and retry. If fault persists call Technical Support	Check that there are no obstructions to the kicker stepper. Check that the kicker belts are not damaged and that all the pawls are in place. Check that the handover pawled belts are not obstructing the kicker belts.	a) Check condition of pawled belts. b) Check that motor pulley is securely locked to the motor shaft. b) Check the kicker index sensor blocked and clear and the kicker clock sensor blocked and clear. d) Run the stepper in Engineer screen and check the returned number of clocks, forward and back. These should be equal in both directions to within 2 clocks. e) While still in Engineer stepper test, add resistance to the pawls and watch the change in returned clocks. This should give an indication of the strength of the stepper. f) Check that the kicker belt pawls are not hitting any part of the kicker assembly or the insert platform. g) Check that at the front end the kicker pawls are at least 2mm above the insert platform.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
94	Handover stepper failed to index	Remove documents in Insert area and retry. If fault persists call Technical Support	Check that there are no obstructions to the handover stepper. Check that the handover belts are not damaged and that all the pawls are in place. Check that the kicker pawled belts are not obstructing the handover belts.	a) Check condition of pawled belts. b) Check that motor pulley is securely locked to the motor shaft (this is a flexible coupling and should be securely clamped at both ends). c) Check the handover index sensor blocked and clear and the handover clock sensor blocked and clear. d) Run the stepper in Engineer screen and check the returned number of clocks, forward and back. These should be equal in both directions to within 2 clocks. e) While still in Engineer stepper test, add resistance to the pawls and watch the change in returned clocks. This should give an indication of the strength of the stepper. f) Check that the handover belt pawls are not hitting any part of the insert platform.
95	Collate Eject stepper failed to index	Remove documents in Collate Pocket and retry. If fault persists call Technical Support	Check that there are no obstructions to the collate stepper. Check that the collate belts are not damaged and that all three backstops are in place.	a) Check condition of the belts. b) Check that motor pulley is securely locked to the motor shaft. c) Check the collate index sensor blocked and clear and the collate disk sensor clear and blocked.
99	Output Transfer Drive motor stall	Remove all document from the unit. Press start to continue	Check to ensure the rollers of the drive unit are free to turn and that there are no obstructions	Check the electrical connections are secure and that the cover switch is operating correctly
100	Feeder motor stall	Remove all document from feeder. Re-load and press start to continue	Check that all paper is removed from the feed path. Clean all sensors in the feeder using an air duster. Check that the separator gap is correct for the material being processed.	a) Check that the feed clutches and brake(s) are not binding. b) Check all clutches and brakes operate correctly in Engineer. c) Check the 80gsm setting for the separator is correct - reset if necessary. d) Check there are no material catch points related to the documents being processed.
101	Folder motor stall	Remove all paper from folder feeder and folder. Press start to continue	Check that the fold settings are correct for the material being processed. Pivot down Fold plate assembly 1/3 and ensure no material is left in the fold plates. Ensure material is correctly loaded in feed hoppers. Clean fold rollers using roller cleaning fluid.	a) Check that there are no obstructions in the fold plates. b) Rotate the fold motor by hand and ensure that the fold rollers rotate freely.
102	Turnover motor stall	Ensure turnover disks rotate freely. Press start to continue	Check that there is no material left in the turnover. Ensure turnover belts are located correctly on the turnover disks.	a) Check the motor pulley. b) Check the motor drive belt. c) Check that the turnover belts do not track off during running and jam in the metalwork.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
103	Fold plate 1 is stalled	Check fold plate 1/3 assembly is correctly in position. Press start to continue	Check that the fold plate 1/3 assembly is correctly latched home. Blow out any paper dust in the fold plate mechanism using an air duster.	a) Check the free running of the motor over its full range in engineer. b) Check that the fold plate latched sensor is working. If the motor is struggling to move the mechanism, dissemble the mechanism and check that: a) The slider slides freely up and down the slide shaft. b) The belt is clamped firmly between the slider and the stop plate. c) The drive shaft rotates freely in the slide shaft and the brass bush in the side of the fold plate. d) That the motor rotates freely when the fold plate is unlatched.
104	Fold plate 2 is stalled	Check that fold plate 2 is correctly latched. Press start to continue	Blow out any paper dust in the fold plate mechanism using an air duster.	Check the free running of the motor over its full range in Engineer. If the motor is struggling to move the mechanism dissemble the mechanism and check that: a) The slider slides freely up and down the slide shaft. b) The belt is clamped firmly between the slider and the stop plate. c) The drive shaft rotates freely in the slide shaft and the brass bush in the side of the fold plate. d) The motor rotates freely when the fold plate is removed from the machine.
105	Fold plate 3 is stalled	Check fold plate 1/3 assembly is correctly in position. Press start to continue	Check that the fold plate 1/3 assembly is correctly latched home. Blow out any paper dust in the fold plate mechanism using an air duster.	a) Check the free running of the motor over its full range in engineer. b) Check that the fold plate latched sensor is working. If the motor is struggling to move the mechanism dissemble the mechanism and check that: a) The slider slides freely up and down the slide shaft. b) The belt is clamped firmly between the slider and the stop plate. c) The drive shaft rotates freely in the slide shaft and the brass bush in the side of the fold plate. d) That the motor rotates freely when the fold plate is unlatched.
106	Insert platform backstop is stalled	Ensure there are no documents on the Insert platform. Press start to continue	Ensure the head is correctly latched down. Ensure there are no obstructions on the insert platform.	a) Remove the backstop guide (item 15, section 4a.14), replace the guide into its correct position ensuring that the leadscrew is straight. If the leadscrew is being forced out of alignment then it will eventually bind up. If the leadscrew is being distorted carefully bend the backstop guide (item 15, section 4a.14) until the leadscrew (item 13, section 4a.15) is straight and the bracket slides freely into its correct position. b) Check the backstop sensor blocked and clear.
107	Separator motor has stalled	If fault persists call Technical Support	Ensure all paper is removed from around the separator	a) Check that the separator motor runs up and down in engineer mode. b) Re-calibrate separator to 80gsm setting. c) Check separator motor clock sensor blocked and clear.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
108	Track guide motor has stalled	If fault persists call Technical Support	Ensure all paper is removed from the insert track.	Check that the track guide motor runs backwards and forwards in engineer mode. If track guide motor is struggling to drive the track guide then: a) Disassemble the track guide mechanism. b) Check that the slider moves freely up and down the slide shaft. c) Check that the drive shaft rotates freely in the slide shaft and the brass bush in the slide bracket. d) Check that the motor rotates freely when not attached to the mechanism.
109	Collate motor has stalled	If fault persists call Technical Support	Check that all paper is removed from the collator. Clean all sensors in the collator using an air duster.	a) Check that the collate clutches and brakes are not binding. b) Check all clutches and brakes operate correctly in engineer. c) Check there are no material catch points related to the documents being processed.
110	Closer motor has stalled	Ensure all documents are removed from closer. If fault continues call Technical Support	Check that all envelopes are removed from the wetter/ closer. Clean all sensors in the wetter/closer using an air duster.	a) Check there are no material catch points related to the documents being processed. b) Check for free running of the conveyor belts and all the idle rollers on the pressure assembly (aluminium extrusion). c) Check that the drive and idle shaft positions are correct and that the shafts have not drifted.
111	Turnover back-stop stalled	If fault continues call Technical Support	Ensure all paper is removed from the turnover eject area.	Check that the turnover backstop motor runs backwards and forwards in engineer mode. If the backstop motor is struggling to drive the turnover backstop then: a) Disassemble the backstop mechanism. b) Check that the slider moves freely up and down the slide shaft. c) Check that the drive shaft rotates freely in the slide shaft and the brass bush in the turnover chassis. d) Check that the motor rotates freely when not attached to the mechanism.
112	A document has jammed on the insert track	Remove documents from Insert Track as well as upstream and down stream transfers. Press start to continue.	Check that the material being processed is the correct size for the job configuration. Make sure there are no obstructions on the track or the upstream or downstream tracks. Ensure that the shuttle pawls are not blocking the insert track pawls from moving.	a) Check condition of pawled belts. b) Check that motor pulley is securely locked to the motor shaft. c) Check the insert track index sensor blocked and clear. d) While still in Engineer stepper test, add resistance to the pawls and watch the change in returned clocks. This should give an indication of the strength of the stepper. e) Check that the idle pulleys (item 25, section 4b.8) are in place and that both flanges are in place.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
113	Shuttle cannot resync	Remove documents from Shuttle Bed. Press start to continue	Check that there are no obstructions to the shuttle stepper. Check that the shuttle belts are not damaged and that all the flights are in place. Check that the insert track stepper belts are not obstructing the shuttle belts. Check to ensure that the shuttle adjustable tapes are not too strong causing the document on the shuttle bed to hold back the belts. Clean the paper sensor with an air duster.	Before making any other checks ensure that the shuttle bed sensor blocked and clear. a) Check condition of pawled belts. b) Check the shuttle index sensor blocked and clear and the shuttle clock sensor blocked and clear.
114	Insert track cannot resync	Remove documents from Insert Track as well as upstream and downstream transfers. Press start to continue	Check that there are no obstructions to the insert track path. Check that the track belts are not damaged and that all the pawls are in place. Check that the shuttle belts are not obstructing the insert track belts. Clean the paper sensor with an air duster.	Before making any other checks ensure that the insert track top, insert track Bottom and insert track advanced sensors are correct blocked and clear. a) Check condition of pawled belts. b) Check the i-track index sensor blocked and clear and the i-track clock sensor blocked and clear.
115	Handover cannot resync	Remove documents from Insert platform as well as unit 1 transfer. Press start to continue	Check that there are no obstructions to the handover stepper. Check that the insert platform is clear of any paper. Check that the handover belts are not damaged and that all the pawls are in place. Check that the kicker pawled belts are not obstructing the handover belts. Check that insert track 1 advanced is clear of paper. Clean the paper sensor with an air duster.	Before making any other check ensure that the document-at-insert sensor and insert track 1 advanced sensor are correct both blocked and clear. a) Check condition of pawled belts. b) Check the handover index sensor blocked and clear and the handover clock sensor blocked and clear.
116	Kickers cannot resync	Remove documents from Insert platform. Press start to continue	Check that there are no obstructions to the kicker on either the insert platform or on top of the turnover. Check that the handover pawled belts are not obstructing the kicker belts. Clean the paper sensor with an air duster.	Before making any other check ensure that the document-at-insert sensor and flap sensor are correct both blocked and clear. a) Check condition of pawled belts. b) Check the kicker index sensor blocked and clear.
117	Turnover eject cannot resync	Remove documents from end of turnover. Press start to continue	Check that there are no obstructions to the turnover eject stepper. Clean the paper sensor with an air duster.	Before making any other check ensure that the eject paper sensor is correct both blocked and clear. a) Check condition of pawled belts. b) Check the eject index sensor blocked and clear.
118	Documents failed to arrive at insert area	Remove documents from insert area and unit 1 transfer	Check to ensure that there are no obstructions to the insert track 1 paper path and the insert platform. Check that the kicker belts are not obstructing the path of paper from the station 1 track and handover. Clean the insert-track-advanced sensor on station 1 and the document-at-insert platform sensor with an air duster.	a) Check the sensor values blocked and clear of the insert track 1 advanced and the document-at-insert. b) Check the starting positions of the insert track 1, handover and kickers to ensure none of them are blocking at the wrong time. c) If any of the steppers are out of position at the start check the programs being used. d) Check all 3 stepper index sensors.
119	FlapDelayed	Remove documents from insert platform. Press start to continue	Clean the flap sensor with an air duster. Using a clean cloth moistened with clean water clean all the tyres of the envelope path.	a) Check the value of the flap sensor blocked and clear. b) Check the performance of the flap stepper and the flap stepper clock disc sensor blocked and clear.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
120	Document lost at Insert Track	Remove jam at insert track. Press start to continue	Check that all the shuttles are correctly down in position.	a) Check that the insert track top, insert track bottom and insert track advanced for the station concerned and the upstream and downstream stations are correct both blocked and clear. b) Check that the solenoid stops are functioning correctly.
121	Separator mask motor stall	If fault persists call Technical Support	If fault persists call Technical Support	a) Run the mask motor in Engineer and ensure it travels over its full range without hesitation (note that care should be taken when using the Engineer mode as the DC motors are not under any control other than that of the engineer). b) Check the mask motor clock blocked and clear.
122	Wetter tank empty	Re-fill wetter tank	Ensure that the Sealing fluid container at the back of the machine is not empty and that the pipe is below the surface of the water.	Before looking for machine faults first ensure that the customer is using sealing fluid. If not then advise the customer of the accelerated wear and damage that can be caused by impurities in tap water. a) Short out the terminals of the wetter tank level sensor and ensure the message disappears. b) If the sensing is correct but no fluid arrives at the header tank check the pump is operating and drawing water. c) Check that there are no obstructions in the pipe.
123	Hi-cap lift motor has stalled	If problem persists call Technical Support	Ensure that there are no obstructions under the hi-cap trolley that would prevent it from lowering down. Ensure that the side guides are set slightly greater than the width of the material.	a) Check that the tray can lift and fall freely when disconnected from the motor. b) Check that the motor runs when disconnected from the lifting mechanism. c) Check that both disc sensors are correct both blocked and clear.
124	Hi-cap Trolley out	Make sure Trolley is fully home	Make sure Trolley is fully home.	a) Check that the trolley is the right one for the unit under test and that it is correctly aligned (using the alignment holes in the chassis and the trolley side walls. b) Check that the cover magnet is in place and not damaged. c) Test the read switch by using a test magnet against it and ensure the message disappears.
125	Hi-cap empty	Refill empty station	Clean the feed tyres using a clean cloth with clean water. Ensure the side guides of the feed trolley are not too tight.	a) Check that the feed clutch operates correctly and that the feed wheels try to feed paper.
126	Thick Double detected	Check separator settings	Re-calibrate doubles and try again. Check to ensure that the doubles sensor is not aligned with solid black print (if it is then contact technical support for help). Clean all feed and transport wheels with a clean cloth and clean water. Ensure that the pressure assembly is correctly latched home. Clean the doubles sensor using an air duster.	a) Check that the doubles sensor will return sensible values when calibrated on 80gsm paper. b) Check that the material being used does not present a solid black print to the doubles detector. If so then move the sensor across away from the solid black area. c) Check that all the drives are functioning correctly and that there is no paper slip.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
127	Thin Double detected. Possibly calibrated on double thickness.	Re-calibrate doubles. Check that envelopes filled since last doubles calibration do not contain doubles	Re-calibrate doubles and try again. Check to ensure that the doubles sensor is not aligned with solid black print (if it is then contact Technical Support for help). Clean all feed and transport wheels with a clean cloth and clean water. Ensure that the pressure assembly is correctly latched home. Clean the doubles sensor using an air duster.	a) Check that the doubles sensor will return sensible values when calibrated on 80gsm paper. b) Check that the material being used does not present a solid black print to the doubles detector. If so then move the sensor across away from the solid black area. c) Check that all the drives are functioning correctly and that there is no paper slip.
128	Length Double detected. Check Separator Gap	Check separator settings	Re-calibrate doubles and try again. Clean all feed and transport wheels with a clean cloth and clean water. Ensure that the pressure assembly is correctly latched home. Clean all sensors using an air duster.	a) Check that all the drives are functioning correctly and that there is no paper slip. b) Check that all the roller clutches are free running and do not bind up. c) Check that the separator is not too tight on 80gsm paper. d) Check all the downstream drives are taking the paper away correctly (particularly the OMR/barcode drive belts).
129	Hi Cap Stack Flag not seen	Lower sheet feeder tray. Remove any partially fed documents. Press Run to re-try	Clean sensors on hi-cap lift.	Check sensors are correctly seated in sensor bracket. Check functionality of sensors
130	Potential Doubles Error Detected	Please check all documents on the unit. Correct any faults found. Press Run to Continue	Remove all documents from the machine and manually re calibrate sensors	Turn doubles detection OFF and test functionality of the machine without doubles detection. Turn doubles back on and retest. Test the sensor in engineer
131	Collate OMR Sequence Error	Remove all documents from unit. Manually correct the current set and any following sets.	Check that the marks are aligned with the OMR head. Check that the marks are consistently in the same place on consecutive pages. Check that the print quality is OK and that no marks are partially printed. Check the pitch has not been changed relative to the calibration sheet. Carefully clean the scanner lenses (ask Technical Support for help in doing this, if required).	Before suspecting the machine ensure that the program being used is correct for the material being processed and that the marks match those of the calibration sheet. Also ensure that the material is within the company specification. Re-calibrate the scanner and check performance. If bad sequence is still returned a) Go to engineer test mode and check the static performance of the scanner against the calibration sheet. b) Check that the tacho is working correctly by moving the OMR conveyor belts and watching the light on the OMR board go on and off (approximately 1 flash every 2mm). d) Check that the OMR conveyor belts are driving correctly and that the drive collars are locked securely to the shaft.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
132	OMR/Barcode Bad Group Sequence	Check document order	Check that the marks are aligned with the OMR head. Check that the marks are consistently in the same place on consecutive pages. Check that the print quality is OK and that no marks are partially printed. Check the pitch has not been changed relative to the calibration sheet. Carefully clean the scanner lenses (ask Technical Support for help in doing this).	Before suspecting the machine ensure that the program being used is correct for the material being processed and that the marks match those of the calibration sheet. Also ensure that the material is within the company specification. Re-calibrate the scanner and check performance. If bad sequence is still returned a) Go to Engineer test mode and check the static performance of the scanner against the calibration sheet. b) Check that the tacho is working correctly by moving the OMR conveyor belts and watching the light on the OMR board go on and off (approximately 1 flash every 2mm). d) Check that the OMR conveyor belts are driving correctly and that the drive collars are locked securely to the shaft.
133	Unexpected document at OMR/Barcode area	Clear forms and re-start	Check that the hi-cap pressure assembly is securely latched down. Clean all Hi-Cap sensors with an air duster. Clean all feed and transport wheels with a clean cloth and clean water.	a) Check the value of the hi-cap exit sensor. b) Check that all the clutches are freely rotating and not binding on. c) Check that all the hi-cap brakes are working correctly. d) Check all the hi-cap roller clutches are free running and not binding.
134	Hi-cap lift motor jitter	FLT_HICAPJITTER	Contact Technical Support	Contact Technical Support
135	Envelope lost at opener	FLT_OPENERLOST	Clean all the rollers and belts of the envelope opener path. Clean all sensors of the opener path with an air duster.	a) Check the opener entry, opener flap and conveyor HP1 sensor values clear and blocked. b) Check that the drives are consistent and that none of the rollers and belts are worn beyond use.
136	Envelope lost at Envelope hold-point	FLT_ENVHPLOST	Clean all the rollers and belts of the envelope opener path. Clean all sensors of the opener path with an air duster.	a) Check the opener entry, opener flap and conveyor HP1 sensor values clear and blocked. b) Check that the drives are consistent and that none of the rollers and belts are worn beyond use. c) Check that the hold point 1 stop rises and falls freely and that the solenoid is operating correctly.
137	Hi-cap overrun	Check paper stack	Check to ensure that the paper being used is not too distorted. If it is then reduce the quantity in the paper trolley until the message disappears. Ensure that the trolley side guides are not too tight.	a) Check the hi-cap overrun sensor blocked and clear. b) Look at the customers stationery and see if it is excessively distorted. Advise accordingly. c) If possible raise the bracket holding the hi-cap overrun sensor (item 16, section 4c.9) using M4 washers. Do not overdo this!

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
138	Unexpected document from upstream unit	Upstream unit Insert Track sensor may be out of calibration	Check that all the shuttles are correctly down in position.	a) Check that the insert track top, insert track bottom and insert track advanced for the station concerned and the up stream and downstream stations are correct both blocked and clear. b) Check that the solenoid stops are functioning correctly.
139	Wetter tank overflow	Check water level in wetter tank	Ensure that the wetter tank is correctly located in position. Remove the tank and empty it back into the main bottle.	Before looking for machine faults first ensure that the customer is using sealing fluid. If not then advise the customer of the accelerated wear and damage that can be caused by impurities in tap water. Empty the tank then: a) Short out the terminals of the wetter tank level sensor and ensure the wetter tank empty message goes and the pump stops. b) If the sensing is correct, check the free movement of the overflow magnet (round magnet in a float).
140	Bad fold	Remove document from Shuttle Bed and press Start. If fault persists try reducing the speed	Check that the material being used is correct for the job configuration. Clean the fold rollers with roller cleaning fluid. Clean the folder output rollers with a clean cloth and clean water. Reduce the speed.	If the folder is reporting bad folds falsely then: a) Check that the folder exit rollers (item 29, section 4c.5) are gripping the aluminium drive wheels on the drive shaft. If not then loosen the M4 cap head screws holding the roller shafts and push them closer to the drive wheels, then lock the M4 screws to secure. Re-check the drive of the exit rollers. If the folder is making bad folds then: a) Check the paper is being fed square to the folder from the hi-cap or the divert unit. b) Check the fold plates are square to the fold plate assembly (the fold plates can be angled to compensate for small fold errors. Too much adjustment will cause bad folding and should be corrected by straightening the feed). c) Check the squareness to each other of the fold plate fins (if one of these is above the others then it will cause bad folds at higher speeds).
141	Folder open	Ensure folder is fully home	Unlatch the fold plate 1/3 move the fold plates up by hand then re-latch it.	a) Check that the fold plate sensor is functioning correctly. b) Check that the no-fold prongs on each fold plate are straight and are passing through the slots provided.
142	Document lost from Collate Hold-point 1	Remove documents in collator and retry	Clean the collate HP1 and HP2 sensors using an air duster.	a) Check the clutches of the collate conveyor are not binding on and are free running. b) Check that the brakes are working correctly. c) Check the HP1 and HP2 sensor values blocked and clear.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
143	Document lost from Collate Hold-point 2	Remove documents in collator and retry	Clean the collate HP1 and HP2 sensors using an air duster	a) Check the clutches of the collate conveyor are not binding on and are free running. b) Check that the brakes are working correctly. c) Check the HP1 and HP2 sensor values blocked and clear.
144	Successful OMR calibration	Remove documents in collator and press Start	See Recovery Information	See Recovery Information
145	Bad OMR calibration	Check correct OMR Calibration sheet and alignment of reader	Check that the marks are aligned with the OMR head. Check that the print quality is OK and that no marks are partially printed. Carefully clean the scanner lenses (ask Technical Support for help in doing this, if required).	Before suspecting the machine ensure that the program being used is correct for the material being processed and that the marks match those of the calibration sheet. Also ensure that the material is within the company specification. Re-calibrate the scanner and check performance. If the scanner will not read then a) Go to Engineer test mode and check the static performance of the scanner against the calibration sheet. b) Check that the trigger light on the OMR board flashes momentarily when the calibration sheet passes to the OMR unit. c) Check that the tacho is working by moving the OMR conveyor belts and watching the light on the OMR board go on and off. d) Check that the OMR conveyor belts are driving correctly and that the drive collars are locked securely to the shaft.
146	Feeder Hybrid Motor failed to achieve speed	Press Start to continue. If fault persists call Technical Support	Ensure that all paper has been removed from the unit.	a) Check by hand that the load on the motor is normal and that there is no binding in the mechanism which the motor has to drive. b) Disconnect the motor from the mechanism so that it operates without load and check functionality. c) Check that the connectors are securely in place on the module/hybrid PCB and that none of the wires are loose or broken. d) Check that there is no local heating of the power connector (3 pin connector) and that there are no signs of burning around the connector.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
147	Collator Hybrid Motor failed to achieve speed	Press Start to continue. If fault persists call Technical Support	Ensure that all paper has been removed from the unit.	a) Check by hand that the load on the motor is normal and that there is no binding in the mechanism which the motor has to drive. b) Disconnect the motor from the mechanism so that it operates without load and check functionality. c) Check that the connectors are securely in place on the module/hybrid PCB and that none of the wires are loose or broken. d) Check that there is no local heating of the power connector (3 pin connector) and that there are no signs of burning around the connector.
148	Folder Hybrid Motor failed to achieve speed	Press Start to continue. If fault persists call Technical Support	Ensure that all paper has been removed from the unit.	a) Check by hand that the load on the motor is normal and that there is no binding in the mechanism which the motor has to drive. b) Disconnect the motor from the mechanism so that it operates without load and check functionality. c) Check that the connectors are securely in place on the module/hybrid PCB and that none of the wires are loose or broken. d) Check that there is no local heating of the power connector (3 pin connector) and that there are no signs of burning around the connector.
149	Turnover Hybrid Motor failed to achieve speed	Press Start to continue. If fault persists call Technical Support	Ensure that all paper has been removed from the unit.	a) Check by hand that the load on the motor is normal and that there is no binding in the mechanism which the motor has to drive. b) Disconnect the motor from the mechanism so that it operates without load and check functionality. c) Check that the connectors are securely in place on the module/hybrid PCB and that none of the wires are loose or broken. d) Check that there is no local heating of the power connector (3 pin connector) and that there are no signs of burning around the connector.
150	Closer Motor failed to achieve speed	Press Start to continue. If fault persists call Technical Support	Ensure that all paper has been removed from the unit.	a) Check by hand that the load on the motor is normal and that there is no binding in the mechanism which the motor has to drive. b) Disconnect the motor from the mechanism so that it operates without load and check functionality. c) Check that the connectors are securely in place on the module/hybrid PCB and that none of the wires are loose or broken. d) Check that there is no local heating of the power connector (3 pin connector) and that there are no signs of burning around the connector.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
151	Diverter Motor failed to achieve speed	Press Start to continue. If fault persists call Technical Support	Ensure that all paper has been removed from the unit.	a) Check by hand that the load on the motor is normal and that there is no binding in the mechanism which the motor has to drive. b) Disconnect the motor from the mechanism so that it operates without load and check functionality. c) Check that the connectors are securely in place on the module/hybrid PCB and that none of the wires are loose or broken. d) Check that there is no local heating of the power connector (3 pin connector) and that there are no signs of burning around the connector.
152	Divert motor stall	If fault persists call Technical Support	Ensure that all paper has been removed from the unit.	a) Check by hand that the load on the motor is normal and that there is no binding in the mechanism which the motor has to drive. b) Disconnect the motor from the mechanism so that it operates without load and check functionality. c) Check that the connectors are securely in place on the module/hybrid PCB and that none of the wires are loose or broken. d) Check that there is no local heating of the power connector (3 pin connector) and that there are no signs of burning around the connector.
153	OMR/Barcode ID Field Mismatch	Check document order in stack	Ensure the barcode program matches the stationery being processed.	No action
154	Document failed to arrive at Divert Entry	Remove documents and retry	Ensure that all material has been removed from the collate. Unlatch the collate and remove material from the gap between the collate and the divert unit.	a) Check the divert entry and collate exit sensor values blocked and clear. b) Check for paper traps for the particular paper being used.
155	Unexpected document at Divert Entry	Remove documents and retry	Ensure that all material has been removed from the collate. Unlatch the collate and remove material from the gap between the collate and the divert unit.	a) Check the divert entry and collate exit sensor values blocked and clear. b) Check for paper traps for the particular paper being used.
156	Document failed to arrive at Divert Bin1	If fault persists call Technical Support	Ensure that all material has been removed from the collate. Unlatch the collate and remove material from the gap between the collate and the divert unit. Open the divert lid and remove any material in the divert conveyor. Clean all the divert sensors and the collate exit sensor with an air duster.	a) Check the divert entry and collate exit sensor values blocked and clear. b) Check for paper traps for the particular paper being used. c) Check that the divert 1 solenoid functions correctly. d) Run the divert motor in engineer and activate the divert 1 solenoid by hand and by machine control. In either case ensure the divert functions easily and that there is not excessive load imparted by the drive shaft against the movement of the divert solenoid. e) Check the functionality of the divert bin 1 sensor.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
157	Document jam at Divert Bin 1	Remove documents in Divert Bin 1 and retry	Ensure that the divert bin side guides are not too tight for the stationery being processed. Ensure you are not overfilling the divert bin. Ensure that the back stop is fully in so that successive forms do not foul on each other. Clean all the divert sensors and the collate exit sensor with an air duster.	a) Check that the divert bin sensor is correctly in place and functioning correctly. b) Check for specific paper traps relating to the paper being processed.
158	Document failed to arrive at Divert Bin2	If fault persists call Technical Support	Ensure that all material has been removed from the collate. Unlatch the collate and remove material from the gap between the collate and the divert unit. Open the divert lid and remove any material in the divert conveyor. Clean all the divert sensors and the collate exit sensor with an air duster.	a) Check the divert entry and collate exit sensor values blocked and clear. b) Check for paper traps for the particular paper being used. c) Check that the divert 1 solenoid functions correctly. d) Run the divert motor in engineer and activate the divert 1 solenoid by hand and by machine control. In either case ensure the divert functions easily and that there is not excessive load imparted by the drive shaft against the movement of the divert solenoid. e) Check the operation of divert solenoid 2. f) Check the functionality of the divert bin 2 sensor.
159	Document jam at Divert Bin 2	Remove documents in Divert Bin 2 and retry	Ensure that the divert bin side guides are not too tight for the stationery being processed. Ensure you are not overfilling the divert bin. Ensure that the back stop is fully in so that successive forms do not foul on each other. Clean all the divert sensors and the collate exit sensor with an air duster.	a) Check that the divert bin sensor is correctly in place and functioning correctly. b) Check for specific paper traps relating to the paper being processed.
160	Document jam at Divert Entry	Remove jam and retry	Clean all the divert sensors and the collate exit sensor with an air duster.	a) Check for specific paper traps relating to the paper being processed. b) Check the values of the divert entry and collate exit sensors both clear and blocked. c) Check that the divert 1 solenoid functions correctly. d) Run the divert motor in engineer and activate the divert 1 solenoid by hand and by machine control. In either case ensure the divert functions easily and that there is not excessive load imparted by the drive shaft against the movement of the divert solenoid.
161	Document failed to arrive at Divert Exit	Remove jam and retry	Clean all the divert sensors with an air duster	a) Check the values of the divert entry and divert exit sensors clear and blocked .b) Check the divert clutch is operating and that it does not bind when off. c) Check that the divert brake works correctly and does not bind when off.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
162	Unexpected document at Divert Exit	Remove jam and retry	Clean all the divert sensors with an air duster.	a) Check the values of the divert entry and divert exit sensors clear and blocked. b) Check the divert clutch is operating and that it does not bind when off. c) Check that the divert brake works correctly and does not bind when off. d) Check that the divert 1 solenoid functions correctly. e) Run the divert motor in engineer and activate the divert 1 solenoid by hand and by machine control. In either case ensure the divert functions easily and that there is not excessive load imparted by the drive shaft against the movement of the divert solenoid.
163	Document jam at Divert Exit	Remove jam and retry	Clean all the divert sensors with an air duster.	a) Check the values of the divert entry and divert exit sensors clear and blocked. b) Check the divert clutch is operating and that it does not bind when off. c) Check that the divert brake works correctly and does not bind when off.
164	Collate Pocket full	Unload over-size group from Collate Pocket and continue	Check the program configuration is as required.	Check the program configuration is as required
165	Collator not latched home	Push Collator until fully home	Unlatch the collate, slide it back and then re-latch it home firmly.	a) Check the home magnet is in place and not damaged. b) Check the functionality of the home reed switch using a spare magnet.
166	Insert Track Stepper out of position	If fault persists call Technical Support	Ensure that all material is removed from the insert track. Reset unit and try again. Clean all sensors including the track index sensor (located at the bottom of the cassette).	a) Check the value of the insert track index and clock sensors blocked and clear. b) Check that all the pawls on the belts are in place and that the belts are tight.
167	Parity Error at Collate	Remove all forms from unit. Manually correct current set and all following sets	Check that the marks are aligned with the OMR head. Check that the marks are consistently in the same place on consecutive pages. Check that the print quality is OK and that no marks are partially printed. Check the pitch has not been changed relative to the calibration sheet. Carefully clean the scanner lenses (ask Technical Support for help in doing this, if required). Check number of marks for correct parity. Check print run is correct. Check correct parity. Check parity mark is programmed. Check correct parity mode (off, odd, even).	Before suspecting the machine ensure that the program being used is correct for the material being processed and that the marks match those of the calibration sheet. Also ensure that the material is within the company specification. Re-calibrate the scanner and check performance. If bad read is still returned a) Go to Engineer test mode and check the static performance of the scanner against the calibration sheet. b) Check that the tacho is working correctly by moving the OMR conveyor belts and watching the light on the OMR board go on and off (approximately 1 flash every 2mm). d) Check that the OMR conveyor belts are driving correctly and that the drive collars are locked securely to the shaft.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
168	Parity Error at Divert Bin 1	Remove forms from Divert Bin 1 and manually correct	Check that the marks are aligned with the OMR head. Check that the marks are consistently in the same place on consecutive pages. Check that the print quality is OK and that no marks are partially printed. Check the pitch has not been changed relative to the calibration sheet. Carefully clean the scanner lenses (ask Technical Support for help in doing this, if required). Check number of marks for correct parity. Check print run is correct. Check correct parity. Check parity mark is programmed. Check correct parity mode (off, odd, even).	Before suspecting the machine ensure that the program being used is correct for the material being processed and that the marks match those of the calibration sheet. Also ensure that the material is within the company specification. Re-calibrate the scanner and check performance. If bad read is still returned a) Go to Engineer test mode and check the static performance of the scanner against the calibration sheet. b) Check that the tacho is working correctly by moving the OMR conveyor belts and watching the light on the OMR board go on and off (approximately 1 flash every 2mm). d) Check that the OMR conveyor belts are driving correctly and that the drive collars are locked securely to the shaft.
169	Parity Error at Divert Bin 2	Remove forms from Divert Bin 2 and manually correct	Check that the marks are aligned with the OMR head. Check that the marks are consistently in the same place on consecutive pages. Check that the print quality is OK and that no marks are partially printed. Check the pitch has not been changed relative to the calibration sheet. Carefully clean the scanner lenses (ask Technical Support for help in doing this, if required).	Before suspecting the machine ensure that the program being used is correct for the material being processed and that the marks match those of the calibration sheet. Also ensure that the material is within the company specification. Re-calibrate the scanner and check performance. If bad read is still returned a) Go to Engineer test mode and check the static performance of the scanner against the calibration sheet. b) Check that the tacho is working correctly by moving the OMR conveyor belts and watching the light on the OMR board go on and off (approximately 1 flash every 2mm). d) Check that the OMR conveyor belts are driving correctly and that the drive collars are locked securely to the shaft.
170	Parity Error at Shuttle	Remove forms from Shuttle Bed and manually correct	Check that the marks are aligned with the OMR head. Check that the marks are consistently in the same place on consecutive pages. Check that the print quality is OK and that no marks are partially printed. Check the pitch has not been changed relative to the calibration sheet. Carefully clean the scanner lenses (ask Technical Support for help in doing this, if required).	Before suspecting the machine ensure that the program being used is correct for the material being processed and that the marks match those of the calibration sheet. Also ensure that the material is within the company specification. Re-calibrate the scanner and check performance. If bad read is still returned a) Go to Engineer test mode and check the static performance of the scanner against the calibration sheet. b) Check that the tacho is working correctly by moving the OMR conveyor belts and watching the light on the OMR board go on and off (approximately 1 flash every 2mm). d) Check that the OMR conveyor belts are driving correctly and that the drive collars are locked securely to the shaft.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
171	Undefined OMR/Barcode fault	Contact Technical Support	Check that the marks are aligned with the OMR head. Check that the marks are consistently in the same place on consecutive pages. Check that the print quality is OK and that no marks are partially printed. Check the pitch has not been changed relative to the calibration sheet. Carefully clean the scanner lenses (ask Technical Support for help in doing this, if required).	Before suspecting the machine ensure that the program being used is correct for the material being processed and that the marks match those of the calibration sheet. Also ensure that the material is within the company specification. Re-calibrate the scanner and check performance. If bad read is still returned a) Go to engineer test mode and check the static performance of the scanner against the calibration sheet. b) Check that the tacho is working correctly by moving the OMR conveyor belts and watching the light on the OMR board go on and off (approximately 1 flash every 2mm). d) Check that the OMR conveyor belts are driving correctly and that the drive collars are locked securely to the shaft.
172	Insert Backstop limit	Check document widths programmed for this job. If problem persists call Technical Support	Check document widths programmed for this job. If problem persists call Technical Support.	No action
173	Doubles Calibration Failed	Document may be too thick or tried to calibrate on a double. Remove it and retry. You may turn off thickness doubles at your own risk	Re-calibrate doubles and try again. Check to ensure that the doubles sensor is not aligned with solid black print (if it is then contact technical support for help). Clean all feed and transport wheels with a clean cloth and clean water. Ensure that the pressure assembly is correctly latched home. Clean the doubles sensor using an air duster.	a) Check that the doubles sensor will return sensible values when calibrated on 80gsm paper. b) Check that the material being used does not present a solid black print to the doubles detector. If so then move the sensor across away from the solid black area. c) Check that all the drives are functioning correctly and that there is no paper slip.
174	Bad-sequence group in Divert Bin 1	Remove forms from Divert Bin 1 and manually correct	Check that the marks are aligned with the OMR head. Check that the marks are consistently in the same place on consecutive pages. Check that the print quality is OK and that no marks are partially printed. Check the pitch has not been changed relative to the calibration sheet. Carefully clean the scanner lenses (ask Technical Support for help in doing this, if required).	Before suspecting the machine ensure that the program being used is correct for the material being processed and that the marks match those of the calibration sheet. Also ensure that the material is within the company specification. Re-calibrate the scanner and check performance. If bad sequence is still returned a) Go to Engineer test mode and check the static performance of the scanner against the calibration sheet. b) Check that the tacho is working correctly by moving the OMR conveyor belts and watching the light on the OMR board go on and off (approximately 1 flash every 2mm). c) Check that the OMR conveyor belts are driving correctly and that the drive collars are locked securely to the shaft.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
175	Bad-sequence group in Divert Bin 2	Remove forms from Divert Bin 2 and manually correct	Check that the marks are aligned with the OMR head. Check that the marks are consistently in the same place on consecutive pages. Check that the print quality is OK and that no marks are partially printed. Check the pitch has not been changed relative to the calibration sheet. Carefully clean the scanner lenses (ask Technical Support for help in doing this, if required).	Before suspecting the machine ensure that the program being used is correct for the material being processed and that the marks match those of the calibration sheet. Also ensure that the material is within the company specification. Re-calibrate the scanner and check performance. If bad sequence is still returned a) Go to Engineer test mode and check the static performance of the scanner against the calibration sheet. b) Check that the tacho is working correctly by moving the OMR conveyor belts and watching the light on the OMR board go on and off (approximately 1 flash every 2mm). c) Check that the OMR conveyor belts are driving correctly and that the drive collars are locked securely to the shaft.
176	Bad-sequence group in Shuttle Bed	Remove forms from Shuttle Bed and manually correct	Check that the marks are aligned with the OMR head. Check that the marks are consistently in the same place on consecutive pages. Check that the print quality is OK and that no marks are partially printed. Check the pitch has not been changed relative to the calibration sheet. Carefully clean the scanner lenses (ask Technical Support for help in doing this, if required).	Before suspecting the machine ensure that the program being used is correct for the material being processed and that the marks match those of the calibration sheet. Also ensure that the material is within the company specification. Re-calibrate the scanner and check performance. If bad sequence is still returned a) Go to Engineer test mode and check the static performance of the scanner against the calibration sheet. b) Check that the tacho is working correctly by moving the OMR conveyor belts and watching the light on the OMR board go on and off (approximately 1 flash every 2mm). c) Check that the OMR conveyor belts are driving correctly and that the drive collars are locked securely to the shaft.
177	A filled envelope has stopped in the franker	Remove envelope from franker, restart franker, restart machine	Ensure that the franker is running and that it is clear of any damaged stationery.	a) Check that envelopes leave the machine without the use of the franker. b) Check the values of the wetter/closer exit sensor and the franker sensor clear and blocked.
178	Group on Shuttle Bed has halt mark	Remove group on Shuttle Bed, press Start	See Recovery Information	See Recovery Information
179	Unexpected Task Time out	Remove all paper from this unit, reset unit from the ‘twiddle’ screen and press start.	Check that all feeders are correctly loaded with material. Clear the machine of paper and press ‘Clear and Reset’.	Find the unit with the code 179 error. After the error occurs immediately take a trace (F3, Capture Trace, Capture). Ensure that you add suitable notes on the trace after it is taken and send the trace to Technical Support .

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
180	Flushed documents at shuttle bed	Open covers and remove all documents from all shuttle beds	Check to ensure that envelopes are not damaged before use and that the windows are securely gummed down. Ensure side guides are correctly set and that envelopes are feeding squarely into the machine. Always ensure that the divert assembly (opened with the black handle) is securely latched down.	a) Check the HP1 sensor is correct clear and blocked. b) Check the drives to the conveyor are running freely. c) check that the pressure rollers in the divert assembly are running freely and that the white springs are in place on the front pressure shaft (the one with the rubber tyres). d) Check the solenoid fires correctly and that the stop drops below the conveyor bed by at least 1mm.
181	Envelope stopped at envelope opener hold point 1	Open the envelope opener divert cover and remove envelope from hold point 1	Check to ensure that envelopes are not damaged before use and that the windows are securely gummed down. Ensure side guides are correctly set and that envelopes are feeding squarely into the machine. Always ensure that the divert assembly (opened with the black handle) is securely latched down.	a) Check the HP1 sensor is correct clear and blocked. b) Check the drives to the conveyor are running freely. c) check that the pressure rollers in the divert assembly are running freely and that the white springs are in place on the front pressure shaft (the one with the rubber tyres). d) Check the solenoid fires correctly and that the stop drops below the conveyor bed by at least 1mm.
182	Folder-OMR motor stall	Remove all documents from unit. Re-load and press Start to continue	Ensure that all paper has been removed from the unit.	a) Check by hand that the load on the motor is normal and that there is no binding in the mechanism which the motor has to drive. b) Disconnect the motor from the mechanism so that it operates without load and check functionality. c) Check that the connectors are securely in place on the module/hybrid PCB and that none of the wires are loose or broken. d) Check that there is no local heating of the power connector (3 pin connector) and that there are no signs of burning around the connector.
183	Folder-OMR motor failed to achieve speed	Press Start to continue. If fault persists call Technical Support	Ensure that all paper has been removed from the unit.	a) Check by hand that the load on the motor is normal and that there is no binding in the mechanism which the motor has to drive. b) Disconnect the motor from the mechanism so that it operates without load and check functionality. c) Check that the connectors are securely in place on the module/hybrid PCB and that none of the wires are loose or broken. d) Check that there is no local heating of the power connector (3 pin connector) and that there are no signs of burning around the connector.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
184	Form failed to arrive at Folder-OMR	Remove forms from unit. Re-load and press start to continue	Check that the hi-cap pressure roller assembly is properly latched down. Clean all hi-cap feed and transport rollers with clean water and a clean cloth. For an-online systems check spring pressures on SOL, check HP stops are operating correctly and not sticking.	a) Check the 2 feed clutches are driving correctly and that they are not slipping. b) Check that the hi-cap brakes are not binding. c) Check that the roller clutches in all the transport rollers are running freely. d) Check the sensor values clear and blocked for the hi-cap exit sensor. e) Ensure that the OMR transport belts are driving correctly and that the adjustable collars are securely clamped to the drive shafts.
185	Form jammed in Folder-OMR	Remove forms from unit. Re-load and press start to continue	Check that the hi-cap pressure roller assembly is properly latched down. Clean all hi-cap feed and transport rollers with clean water and a clean cloth. For an-online systems check spring pressures on SOL, check HP stops are operating correctly and not sticking.	a) Check the 2 feed clutches are driving correctly and that they are not slipping. b) Check that the hi-cap brakes are not binding. c) Check that the roller clutches in all the transport rollers are running freely. d) Check the sensor values clear and blocked for the hi-cap exit sensor. e) Ensure that the OMR transport belts are driving correctly and that the adjustable collars are securely clamped to the drive shafts. f) Check to ensure that there are enough guide brackets (item 7, section 4c.26) and that they are guiding the paper over the chassis bridges.
186	Unexpected form in Folder-OMR	Remove forms from unit. Re-load and press start to continue	Check that the hi-cap pressure assembly is securely latched down. Clean all Hi-Cap sensors with an air duster. Clean all feed and transport wheels with a clean cloth and clean water. For an-online systems check spring pressures on SOL, check HP stops are operating correctly and not sticking.	a) Check the value of the hi-cap exit sensor. b) Check that all the clutches are freely rotating and not binding on. c) Check that all the hi-cap brakes are working correctly. d) Check all the hi-cap roller clutches are free running and not binding.
187	Form jammed in Folder-OMR	Remove forms from unit. Re-load and press start to continue	Clean all the OMR folder sensors with an air duster.	a) Check the values of the OMR folder entry and exit sensors clear and blocked. b) Check the conveyor clutch is operating and that it does not bind when off. c) Check that the conveyor brake works correctly and does not bind when off.
188	Folder-OMR not latched home	Push Folder-OMR until fully home	Unlatch the folder-OMR, slide it back and then re-latch it home firmly.	a) Check the home magnet is in place and not damaged. b) Check the functionality of the home reed switch using a spare magnet.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
189	OMR mismatch	Remove forms from Shuttle Bed or Track to correctly match next group on the track	Using the touch screen touch the area of track where the mismatch has occurred. Find which documents are out of place and remove further documents until matching is achieved. You can remove one document at a time and let the machine cycle once until the next mismatch. Keep doing this until the machine brings the matching back together correctly.	This is a function of stationery and programming.
190	Double sample limit	Select 'Call Doubles' and restart machine. If fault persists check document settings	Re-calibrate doubles and try again. Check to ensure that the doubles sensor is not aligned with solid black print (if it is, then contact Technical Support for help). Clean all feed and transport wheels with a clean cloth and clean water. Ensure that the pressure assembly is correctly latched home. Clean the doubles sensor using an air duster.	a) Check that the doubles sensor will return sensible values when calibrated on 80gsm paper. b) Check that the material being used does not present a solid black print to the doubles detector. If so then move the sensor across away from the solid black area. c) Check that all the drives are functioning correctly and that there is no paper slip.
191	Franker backstop stalled	Check Franker Interface is clear. Press start to continue.	Ensure that all envelopes are removed from the franker and franker interface. Ensure that the franker has not been forced up against the franker interface causing distortion of the metalwork.	a) In engineer check that the franker backstop runs freely over its whole range of travel. b) Ensure that the franker interface is not distorted either by its own support legs or by any part of the franker (distortion will cause binding in the backstop mechanism.
192	Output conveyor blocked	Remove envelopes from output conveyor, check franker is running, restart machine	Ensure that the output of the franker is clear. Ensure that the envelope conveyor is not blocked.	a) Check the franker sensor value clear and blocked. b) Check that the drive out roller set is in contact with the franker eject wheels.
193	Folder-OMR parity error	Remove form from Folder-OMR. Re-load and press Start to continue	Check that the marks are aligned with the OMR head. Check that the marks are consistently in the same place on consecutive pages. Check that the print quality is OK and that no marks are partially printed. Check the pitch has not been changed relative to the calibration sheet. Carefully clean the scanner lenses (ask Technical Support for help in doing this, if required). Check number of marks for correct parity. Check print run is correct. Check correct parity. Check parity mark is programmed. Check correct parity mode (off, odd, even).	Before suspecting the machine ensure that the program being used is correct for the material being processed and that the marks match those of the calibration sheet. Also ensure that the material is within the company specification. Re-calibrate the scanner and check performance. If bad read is still returned a) Go to Engineer test mode and check the static performance of the scanner against the calibration sheet. b) Check that the tacho is working correctly by moving the OMR conveyor belts and watching the light on the OMR board go on and off (approximately 1 flash every 2mm). c) Check that the OMR conveyor belts are driving correctly and that the drive collars are locked securely to the shaft.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
194	Folder-OMR bad sequence	Remove all documents from unit. Manually correct the current set and any following sets.	Check that the marks are aligned with the OMR head. Check that the marks are consistently in the same place on consecutive pages. Check that the print quality is OK and that no marks are partially printed. Check the pitch has not been changed relative to the calibration sheet. Carefully clean the scanner lenses (ask Technical Support for help in doing this, if required).	Before suspecting the machine ensure that the program being used is correct for the material being processed and that the marks match those of the calibration sheet. Also ensure that the material is within the company specification. Re-calibrate the scanner and check performance. If bad sequence is still returned a) Go to Engineer test mode and check the static performance of the scanner against the calibration sheet. b) Check that the tacho is working correctly by moving the OMR conveyor belts and watching the light on the OMR board go on and off (approximately 1 flash every 2mm). d) Check that the OMR conveyor belts are driving correctly and that the drive collars are locked securely to the shaft.
195	Shuttle can not feed because the track is blocked	Remove paper from the track and restart the machine	Check that the document size is correct for the job configuration. Clean the shuttle bed and track top and bottom sensors using an air duster.	a) Check the shuttle bed sensor value blocked and clear (note that this sensor is forced to a 13mA emitter current and should have a pot value of zero). b) Check the track top and bottom sensor values clear and blocked. c) Check the operation of the shuttle stepper. d) Check to ensure that shuttle belts are not too loose.
196	OMR mismatch in Collator	Remove documents from Collator. Manually correct the current set and any following sets.	Using the touch screen touch the area of track where the mismatch has occurred. Find which documents are out of place and remove further documents until matching is achieved. You can remove one document at a time and let the machine cycle once until the next mismatch. Keep doing this until the machine brings the matching back together correctly.	This is a function of stationery and programming.
197	OMR mismatch in Divert Bin 1	Remove documents from Divert Bin 1 and manually correct	Using the touch screen touch the area of track where the mismatch has occurred. Find which documents are out of place and remove further documents until matching is achieved. You can remove one document at a time and let the machine cycle once until the next mismatch. Keep doing this until the machine brings the matching back together correctly.	This is a function of stationery and programming.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
198	OMR mismatch in Divert Bin 2	Remove documents from Divert Bin 1 and manually correct	Using the touch screen touch the area of track where the mismatch has occurred. Find which documents are out of place and remove further documents until matching is achieved. You can remove one document at a time and let the machine cycle once until the next mismatch. Keep doing this until the machine brings the matching back together correctly.	This is a function of stationery and programming.
199	OMR mismatch in Folder-Omr	Remove document from Folder-OMR and manually correct	Using the touch screen touch the area of track where the mismatch has occurred. Find which documents are out of place and remove further documents until matching is achieved. You can remove one document at a time and let the machine cycle once until the next mismatch. Keep doing this until the machine brings the matching back together correctly.	This is a function of stationery and programming.
200	Track depth (mm) requested for unit %d is %d and over limit of %d!	Check configuration	Ensure that the configuration of the current job is correct	a) Check that the configuration of the current job is correct.
206	Document jam at S.O.L exit	Remove documents from S.O.L. exit.	Check adjustment of side guides is not too tight. Clean all sensors using an Air Duster. Ensure all springs are in contact with conveyor belts with a light pressure. Increase tension where necessary by tightening the M4 cap head screw for each spring assembly. Check that program matches paper being cut by guillotine.	Re-check operator action before assuming there is a fault a) Check that both solenoid stops are working correctly. b) Check values of all 3 paper sensors clear and blocked. c) Check conveyor belts are not slipping.
207	Unexpected document at S.O.L exit	Remove documents from S.O.L. exit.	Clean all sensors using an Air Duster. Ensure all springs are in contact with conveyor belts with a light pressure. Increase or decrease tension where necessary by adjusting the M4 cap head screw for each spring assembly. Check that program matches paper being cut by guillotine.	Re-check operator action before assuming there is a fault a) Check that both solenoid stops are working correctly. b) Check values of all 3 paper sensors clear and blocked.
208	Document failed to arrive at S.O.L.	Remove documents from S.O.L. unit	Check adjustment of side guides is not too tight. Clean all sensors using an Air Duster. Ensure all springs are in contact with conveyor belts with a light pressure. Increase tension where necessary by tightening the M4 cap head screw for each spring assembly. Check that program matches paper being cut by guillotine.	Re-check operator action before assuming there is a fault a) Check that both solenoid stops are working correctly. b) Check values of all 3 paper sensors clear and blocked. c) Check conveyor belts are not slipping.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
209	S.O.L. Hybrid motor stalled	Remove all documents from unit. Press Start to continue.	Check that all paper is removed from the collator. Clean all sensors using an air duster.	Check there are no material catch points related to the documents being processed. Ensure all springs are in contact with conveyor belts with a light pressure. Check the motor drive belt
210	S.O.L. Hybrid motor failed to achieve speed.	Press Start to continue. If problem persists, call Technical Support.	Check that all paper is removed from the collator.	a) Check by hand that the load on the motor is normal and that there is no binding in the mechanism which the motor has to drive. b) Disconnect the motor from the mechanism so that it operates without load and check functionality. c) Check that the connectors are securely in place on the module/hybrid PCB and that none of the wires are loose or broken. d) Check that there is no local heating of the power connector (3 pin connector) and that there are no signs of burning around the connector.
211	Document jam at S.O.L. HP1	Remove documents from unit. Check spring tension at HP1. Press Start to continue.	Check adjustment of side guides is not too tight. Clean all sensors using an air duster. Ensure all springs are in contact with conveyor belts with a light pressure. Increase tension where necessary by tightening the M4 cap head screw for each spring assembly. Check that program matches paper being cut by guillotine.	Re-check operator action before assuming there is a fault a) Check that both solenoid stops are working correctly. b) Check values of all 3 paper sensors clear and blocked. c) Check conveyor belts are not slipping.
212	Unexpected document at S.O.L. HP1	Remove documents from unit. Press Start to continue.	Clean all sensors using an air duster. Ensure all springs are in contact with conveyor belts with a light pressure. Increase or decrease tension where necessary by adjusting the M4 cap head screw for each spring assembly. Check that program matches paper being cut by guillotine.	Re-check operator action before assuming there is a fault a) Check that both solenoid stops are working correctly. b) Check values of all 3 paper sensors clear and blocked.
213	Document failed to arrive at Single-Online hold point 1	Check Cutter and Cutter Interface. Press Start to continue	Check adjustment of side guides is not too tight. Clean all sensors using an air duster. Ensure all springs are in contact with conveyor belts with a light pressure. Increase tension where necessary by tightening the M4 cap head screw for each spring assembly. Check that program matches paper being cut by guillotine.	Re-check operator action before assuming there is a fault. a) Check that both solenoid stops are working correctly. b) Check values of all 3 paper sensors clear and blocked. c) Check conveyor belts are not slipping. d) Check the cutter is online and programmed correctly. Check side guides are not tight and if sufficient drive (guide tapes in contact with the drive belts) in the cutter interface section if fitted.
214	Document Lost at S.O.L. HP1	Remove documents from S.O.L. and retry.	Clean the S.O.L. HP1 and HP2 sensors using an air duster. Check spring pressure under each spring.	Check the HP1 and HP2 sensor values blocked and clear. Check pressure of guide springs. Check that the solenoid stops are functioning correctly.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
215	Cannot Autoend First-Of-Group Job	Remove all documents from unit or press Autoend button to force group as complete.	See Recovery Information	See Recovery Information
216	Bad Label length detected	Remove Group from Shuttle Bed, press Start to continue.	Ensure “number of characters in label” is set correctly. Ensure data logging parameters are correct. If variable length labels are being used (different number of characters in each label), switch ‘security check’ to ‘none’.	Ensure “number of characters in label” is set correctly. Ensure data logging parameters are correct. If variable length labels are being used (different number of characters in each label), switch ‘security check’ to ‘none’.
217	Document jam at Single-Online hold point 2	Remove all documents from Single-Online Unit. Check spring tensions. Press Start to continue.	Check adjustment of side guides is not too tight. Clean all sensors using an air duster. Ensure all springs are in contact with conveyor belts with a light pressure. Increase tension where necessary by tightening the M4 cap head screw for each spring assembly. Check that program matches paper being cut by guillotine.	Re-check operator action before assuming there is a fault. a) Check that both solenoid stops are working correctly. b) Check values of all 3 paper sensors clear and blocked. c) Check conveyor belts are not slipping.
218	Unexpected document at Single-Online hold point 2	Remove all documents from Single-Online Unit. Check spring tensions. Press Start to continue.	Clean all sensors using an air duster. Ensure all springs are in contact with conveyor belts with a light pressure. Increase or decrease tension where necessary by adjusting the M4 cap head screw for each spring assembly. Check that program matches paper being cut by guillotine.	Re-check operator action before assuming there is a fault. a) Check that both solenoid stops are working correctly. b) Check values of all 3 paper sensors clear and blocked.
219	Document failed to arrive at Single-Online hold point 2	Remove all documents from Single-Online Unit. Check spring tensions. Press Start to continue.	Check adjustment of side guides is not too tight. Clean all sensors using an air duster. Ensure all springs are in contact with conveyor belts with a light pressure. Increase tension where necessary by tightening the M4 cap head screw for each spring assembly. Check that program matches paper being cut by guillotine.	Re-check operator action before assuming there is a fault. a) Check that both solenoid stops are working correctly. b) Check values of all 3 paper sensors clear and blocked. c) Check conveyor belts are not slipping.
220	Document lost at S.O.L. HP2	Remove documents from S.O.L. and retry.	Clean the S.O.L. HP1 and HP2 sensors using an air duster. Check spring pressure under each spring	Check the HP1 and HP2 sensor values blocked and clear. Check pressure of guide springs. Check that the solenoid stops are functioning correctly.
221	Output-Divert Hybrid motor stalled	Remove all documents from Single-Online. Press Start to continue.	Ensure that all documents and damaged material is removed from the output divert units. Press start to continue.	a) Check that the drive train from the motor is free running by rotating the motor shaft by hand and that all belts are properly on pulleys. b) Run the hybrid motor in Engineer mode.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
222	Output-Divert Hybrid motor failed to achieve speed	Press Start to continue. If fault persists call Technical Support.	Ensure that all documents and damaged material is removed from the output divert units. Press start to continue.	a) Check that the drive train from the motor is free running by rotating the motor shaft by hand and that all belts are properly on pulleys. b) Run the hybrid motor in Engineer mode.
223	Output-Divert 1 back stop stalled	Press Start to continue. If fault persists call Technical Support.	Ensure that all material is removed from the divert unit. Ensure that the roller carrier is correctly locked in place. Clean sensors with an air duster.	a) Check back stop motor runs freely in engineer mode. b) check motor disk sensor clear and blocked. c) Check for mechanical damage to backstop which may be causing the mechanism to seize.
224	Output-Divert 2 back stop stalled	Press Start to continue. If fault persists call Technical Support.	Ensure that the roller carrier is correctly locked in place. Clean sensors with an air duster.	a) Check back stop motor runs freely in engineer mode. b) check motor disk sensor clear and blocked. c) Check for mechanical damage to backstop which may be causing the mechanism to seize.
225	Output-Divert 3 back stop stalled	Press Start to continue. If fault persists call Technical Support.	Ensure that the roller carrier is correctly locked in place. Clean sensors with an air duster.	a) Check back stop motor runs freely in engineer mode. b) check motor disk sensor clear and blocked. c) Check for mechanical damage to backstop which may be causing the mechanism to seize.
226	Envelope failed to arrive at Output-Divert 1 Eject	Clear jam. Press Start to continue.	Ensure all material is removed from divert unit. Ensure that the roller carrier is correctly locked in place. Clean sensors with an air duster.	Re-check operator action before assuming there is a fault. a) Check that the divert lifts and falls freely and that envelopes pass freely along the through path. b) Check value of eject sensor clear and blocked. c) Check conveyor belts are running freely.
227	Envelope failed to arrive at Output-Divert 2 Eject	Clear jam. Press Start to continue.	Ensure all material is removed from divert unit. Ensure that the roller carrier is correctly locked in place. Clean sensors with an air duster.	Re-check operator action before assuming there is a fault. a) Check that the divert lifts and falls freely and that envelopes pass freely along the through path. b) Check value of eject sensor clear and blocked. c) Check conveyor belts are running freely.
228	Envelope failed to arrive at Output-Divert 3 Eject	Clear jam. Press Start to continue.	Ensure all material is removed from divert unit. Ensure that the roller carrier is correctly locked in place. Clean sensors with an air duster.	Re-check operator action before assuming there is a fault. a) Check that the divert lifts and falls freely and that envelopes pass freely along the through path. b) Check value of eject sensor clear and blocked. c) Check conveyor belts are running freely.
229	Envelope jam at Output-Divert 1 Eject	Clear jam. Press Start to continue.	Ensure program is correct for envelope size being used. Clean divert sensor (on angled slope) using an air duster. Ensure divert conveyor is clear of material directly below the diverter.	Re-check operator action before assuming there is a fault. a) Check that the divert lifts and falls freely and that envelopes pass freely along the through path. b) Check value of eject sensor clear and blocked. c) Check conveyor belts are running freely.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
230	Envelope jam at Output-Divert 2 Eject	Clear jam. Press Start to continue.	Ensure program is correct for envelope size being used. Clean divert sensor (on angled slope) using an air duster. Ensure divert conveyor is clear of material directly below the diverter.	Re-check operator action before assuming there is a fault. a) Check that the divert lifts and falls freely and that envelopes pass freely along the through path. b) Check value of eject sensor clear and blocked. c) Check conveyor belts are running freely.
231	Envelope jam at Output-Divert 3 Eject	Clear jam. Press Start to continue.	Ensure program is correct for envelope size being used. Clean divert sensor (on angled slope) using an air duster. Ensure divert conveyor is clear of material directly below the diverter.	Re-check operator action before assuming there is a fault. a) Check that the divert lifts and falls freely and that envelopes pass freely along the through path. b) Check value of eject sensor clear and blocked. c) Check conveyor belts are running freely.
232	Envelope failed to arrive at Output-Divert 1 Divert	Clear jam. Press Start to continue.	Ensure program is correct for envelope size being used. Clean divert sensor (on angled slope) using an air duster. Ensure divert conveyor is clear of material directly below the diverter or, if a mail bag is fitted, ensure bin/bag is not full or that mail bag is not restricting the free fall of the envelope.	Ensure hardware configuration is correct (i.e. a divert conveyor is fitted to the divert unit). a) ensure that the divert backstop setting is not too tight (approximately 2mm float on envelope width) , use twiddle screen to adjust if necessary. b) Ensure back stop is adjusting to the same position every time. c) Check value of divert sensor clear and blocked. d) Check solenoid adjustments are correct to provide sufficient lift to allow envelope cleanly into divert. e) Check divert conveyor pulses correctly and that conveyor belts do not slip.
233	Envelope failed to arrive at Output-Divert 2 Divert	Clear jam. Press Start to continue.	Ensure program is correct for envelope size being used. Clean divert sensor (on angled slope) using an air duster.	Ensure hardware configuration is correct (i.e. a divert conveyor is fitted to the divert unit). a) ensure that the divert backstop setting is not too tight (approximately 2mm float on envelope width) , use twiddle screen to adjust if necessary. b) Ensure back stop is adjusting to the same position every time. c) Check value of divert sensor clear and blocked. d) Check solenoid adjustments are correct to provide sufficient lift to allow envelope cleanly into divert. e) Check divert conveyor pulses correctly and that conveyor belts do not slip.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
234	Envelope failed to arrive at Output-Divert 3 Divert	Clear jam. Press Start to continue.	Ensure divert conveyor is clear of material directly below the diverter or, if a mail bag is fitted, ensure bin/bag is not full or that mail bag is not restricting the free fall of the envelope.	Ensure hardware configuration is correct (i.e. a divert conveyor is fitted to the divert unit). a) ensure that the divert backstop setting is not too tight (approximately 2mm float on envelope width) , use twiddle screen to adjust if necessary. b) Ensure back stop is adjusting to the same position every time. c) Check value of divert sensor clear and blocked. d) Check solenoid adjustments are correct to provide sufficient lift to allow envelope cleanly into divert. e) Check divert conveyor pulses correctly and that conveyor belts do not slip.
235	Envelope jam at Output-Divert 1 Divert	Clear jam. Press Start to continue.	Ensure program is correct for envelope size being used. Clean divert sensor (on angled slope) using an air duster. Ensure divert conveyor is clear of material directly below the diverter or, if a mail bag is fitted, ensure bin/bag is not full or that mail bag is not restricting the free fall of the envelope.	a) Ensure that the divert backstop setting is not too tight (approximately 2mm float on envelope width with a conveyor or 12mm on envelope width with a mail bag) , use twiddle screen to adjust if necessary. b) Ensure back stop is adjusting to the same position every time. c) Check value of divert sensor clear and blocked. d) Check solenoid adjustments are correct to provide sufficient lift to allow envelope cleanly into divert. e) Check divert conveyor pulses correctly and that conveyor belts do not slip. f) If a mail bag is fitted ensure that the bag does not restrict free fall of the envelope (note that for a mail bag you can increase the back stop setting by up to 15mm above the nominal setting as the accuracy is far less important than for a divert conveyor).
236	Envelope jam at Output-Divert 2 Divert	Clear jam. Press Start to continue.	Ensure program is correct for envelope size being used. Clean divert sensor (on angled slope) using an air duster. Ensure divert conveyor is clear of material directly below the diverter or, if a mail bag is fitted, ensure bin/bag is not full or that mail bag is not restricting the free fall of the envelope.	a) Ensure that the divert backstop setting is not too tight (approximately 2mm float on envelope width with a conveyor or 12mm on envelope width with a mail bag) , use twiddle screen to adjust if necessary. b) Ensure back stop is adjusting to the same position every time. c) Check value of divert sensor clear and blocked. d) Check solenoid adjustments are correct to provide sufficient lift to allow envelope cleanly into divert. e) Check divert conveyor pulses correctly and that conveyor belts do not slip. f) If a mail bag is fitted ensure that the bag does not restrict free fall of the envelope (note that for a mail bag you can increase the back stop setting by up to 15mm above the nominal setting as the accuracy is far less important than for a divert conveyor).

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
237	Envelope jam at Output-Divert 3 Divert	Clear jam. Press Start to continue.	Ensure program is correct for envelope size being used. Clean divert sensor (on angled slope) using an air duster. Ensure divert conveyor is clear of material directly below the diverter or, if a mail bag is fitted, ensure bin/bag is not full or that mail bag is not restricting the free fall of the envelope.	a) Ensure that the divert backstop setting is not too tight (approximately 2mm float on envelope width with a conveyor or 12mm on envelope width with a mail bag) , use twiddle screen to adjust if necessary. b) Ensure back stop is adjusting to the same position every time. c) Check value of divert sensor clear and blocked. d) Check solenoid adjustments are correct to provide sufficient lift to allow envelope cleanly into divert. e) Check divert conveyor pulses correctly and that conveyor belts do not slip. f) If a mail bag is fitted ensure that the bag does not restrict free fall of the envelope (note that for a mail bag you can increase the back stop setting by up to 15mm above the nominal setting as the accuracy is far less important than for a divert conveyor).
238	Batch complete at Output Conveyor	Remove batch. Zero red counter. Press Start to continue.	Edit ‘configuration’, ‘output’ to modify the number of envelopes or weight of envelopes in a batch. If not required then turn batch off in either the configuration screen or the output twiddle screen.	Advise customers of use of batch counting, use of batch control modes, etc.
239	Batch complete at Output-Divert 1	Remove batch. Zero red counter. Press Start to continue.	Edit ‘configuration’, ‘output’ to modify the number of envelopes or weight of envelopes in a batch. If not required then turn batch off in either the configuration screen or the output twiddle screen.	Advise customers of use of batch counting, use of batch control modes, etc.
240	Batch complete at Output-Divert 2	Remove batch. Zero red counter. Press Start to continue.	Edit ‘configuration’, ‘output’ to modify the number of envelopes or weight of envelopes in a batch. If not required then turn batch off in either the configuration screen or the output twiddle screen.	Advise customers of use of batch counting, use of batch control modes, etc.
241	Batch complete at Output-Divert 3	Remove batch. Zero red counter. Press Start to continue.	Edit ‘configuration’, ‘output’ to modify the number of envelopes or weight of envelopes in a batch. If not required then turn batch off in either the configuration screen or the output twiddle screen.	Advise customers of use of batch counting, use of batch control modes, etc.
242	Ink marked batch complete	Remove batch. Zero red counter. Press Start to continue.	Edit ‘configuration’, ‘output’ to modify the number of envelopes or weight of envelopes in a batch. If not required then turn batch off in either the configuration screen or the output twiddle screen.	Advise customers of use of batch counting, use of batch control modes, etc.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
243	Bag full at Output-Divert 1	Empty Bag 1	Edit ‘configuration’, ‘output’ to modify the number of envelopes or weight of envelopes in a batch. If not required then turn batch off in either the configuration screen or the output twiddle screen.	Advise customers of use of batch counting, use of batch control modes, etc.
244	Bag full at Output-Divert 2	Empty Bag 2	Edit ‘configuration’, ‘output’ to modify the number of envelopes or weight of envelopes in a batch. If not required then turn batch off in either the configuration screen or the output twiddle screen.	Advise customers of use of batch counting, use of batch control modes, etc.
245	Bag full at Output-Divert 3	Empty Bag 3	Edit ‘configuration’, ‘output’ to modify the number of envelopes or weight of envelopes in a batch. If not required then turn batch off in either the configuration screen or the output twiddle screen.	Advise customers of use of batch counting, use of batch control modes, etc.
246	Unexpected filled envelope at the eject sensor of unit 0	Remove filled envelope from unit 0	Clean area around exit sensor.	Check sensor functionality. Check exit and closer sensors for moisture ingress. Replace if moisture is present. Check sensor cables are located away from any source of electrical noise (DC motor)
247	Unexpected filled envelope at the eject sensor of output divert unit 1	Remove filled envelope from output divert unit 1	Check that the pressure chassis is correctly located to drive envelopes through the divert unit.	Check operation of the divert solenoids and the pressure chassis.
248	Unexpected filled envelope at the eject sensor of output divert unit 2	Remove filled envelope from output divert unit 2	Check that the pressure chassis is correctly located to drive envelopes through the divert unit.	Check operation of the divert solenoids and the pressure chassis.
249	Unexpected filled envelope at the eject sensor of output divert unit 3	Remove filled envelope from output divert unit 3	Check that the pressure chassis is correctly located to drive envelopes through the divert unit.	Check operation of the divert solenoids and the pressure chassis.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
250	No reader data group in Collate	Remove group from Collate and correct manually.	Ensure scanner is correctly aligned to marks and calibrated (for OMR). Ensure marks are to company barcode or OMR specifications.	a) Check functionality of scanner in test mode. b) Check functionality of tacho and trigger (for OMR) using the lights on the OMR/Barcode PCB. c) Ensure OMR/Barcode conveyor belts are locked to the drive shafts and driving without slip. Ensure that the feeder/on-line unit side guides are sufficiently tight to control paper within 1 to 2mm.
251	No reader data group in Divert 1.	Remove group from Divert 1 and correct manually.	Ensure scanner is correctly aligned to marks and calibrated (for OMR). Ensure marks are to company barcode or OMR specifications.	a) Check functionality of scanner in test mode. b) Check functionality of tacho and trigger (for OMR) using the lights on the OMR/Barcode PCB. c) Ensure OMR/Barcode conveyor belts are locked to the drive shafts and driving without slip. Ensure that the feeder/on-line unit side guides are sufficiently tight to control paper within 1 to 2mm.
252	No reader data group in Divert 2.	Remove group from Divert 2 and correct manually.	Ensure scanner is correctly aligned to marks and calibrated (for OMR). Ensure marks are to company barcode or OMR specifications.	a) Check functionality of scanner in test mode. b) Check functionality of tacho and trigger (for OMR) using the lights on the OMR/Barcode PCB. c) Ensure OMR/Barcode conveyor belts are locked to the drive shafts and driving without slip. Ensure that the feeder/on-line unit side guides are sufficiently tight to control paper within 1 to 2mm.
253	No reader data group in Fold OMR.	Remove group from Fold OMR and correct manually.	Ensure scanner is correctly aligned to marks and calibrated (for OMR). Ensure marks are to company barcode or OMR specifications.	a) Check functionality of scanner in test mode. b) Check functionality of tacho and trigger (for OMR) using the lights on the OMR/Barcode PCB. c) Ensure OMR/Barcode conveyor belts are locked to the drive shafts and driving without slip. Ensure that the feeder/on-line unit side guides are sufficiently tight to control paper within 1 to 2mm.
254	No reader data group at Shuttle	Remove group from Shuttle and manually correct	Ensure scanner is correctly aligned to marks and calibrated (for OMR). Ensure marks are to company barcode or OMR specifications.	a) Check functionality of scanner in test mode. b) Check functionality of tacho and trigger (for OMR) using the lights on the OMR/Barcode PCB. c) Ensure OMR/Barcode conveyor belts are locked to the drive shafts and driving without slip. Ensure that the feeder/on-line unit side guides are sufficiently tight to control paper within 1 to 2mm.
255	No reader data group at Output	Check envelope contents before continuing.	Ensure scanner is correctly aligned to marks and calibrated (for OMR). Ensure marks are to company barcode or OMR specifications.	a) Check functionality of scanner in test mode. b) Check functionality of tacho and trigger (for OMR) using the lights on the OMR/Barcode PCB. c) Ensure OMR/Barcode conveyor belts are locked to the drive shafts and driving without slip. Ensure that the feeder/on-line unit side guides are sufficiently tight to control paper within 1 to 2mm.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
256	Reader Configuration or Communications Error	Reader has failed to respond correctly. Enter Reader Setup Screen to re-configure	Check cable connections to the reader are not damaged or loose	Check power is being applied to scanner. Use the reader setup screen to see if communication is being established with the reader
258	Reader Calibration has Failed	Check all connections and the configuration is correct. (If fault persist contact NTL IPSS for more detailed recovery information) Press Clear and Restart and Retry	Check all connections and the configuration is correct. Check physical setting of reader is to specification and that the label can be read by a hand held reader	Test the reader on a different unit to ensure connections are not at fault
259	Reader no reply	Check reader fitted. Press 'Clear and restart and retry'	Check the reader is connected to the correct output J1/J2. Press 'Clear and restart' to try to re-establish communications with the reader.	Check the reader is connected to the correct output J1/J2. Check the configuration to see which reader is selected (1 or 2). Check the switch on the OMR/Barcode PCB is set to 'normal', not 'test'
260	No-read group in Collate Pocket	Remove group from Collate Pocket and manually correct	Ensure scanner is correctly aligned to marks and calibrated (for OMR). Ensure marks are to company barcode or OMR specifications.	a) Check functionality of scanner in test mode. b) Check functionality of tacho and trigger (for OMR) using the lights on the OMR/Barcode PCB. c) Ensure OMR/Barcode conveyor belts are locked to the drive shafts and driving without slip. Ensure that the feeder/on-line unit side guides are sufficiently tight to control paper within 1 to 2mm.
261	No-read group in Divert 1	Remove group from Divert 1 and manually correct	Ensure scanner is correctly aligned to marks and calibrated (for OMR). Ensure marks are to company barcode or OMR specifications.	a) Check functionality of scanner in test mode. b) Check functionality of tacho and trigger (for OMR) using the lights on the OMR/Barcode PCB. c) Ensure OMR/Barcode conveyor belts are locked to the drive shafts and driving without slip. Ensure that the feeder/on-line unit side guides are sufficiently tight to control paper within 1 to 2mm.
262	No-read group in Divert 2	Remove group from Divert 2 and manually correct	Ensure scanner is correctly aligned to marks and calibrated (for OMR). Ensure marks are to company barcode or OMR specifications.	a) Check functionality of scanner in test mode. b) Check functionality of tacho and trigger (for OMR) using the lights on the OMR/Barcode PCB. c) Ensure OMR/Barcode conveyor belts are locked to the drive shafts and driving without slip. Ensure that the feeder/on-line unit side guides are sufficiently tight to control paper within 1 to 2mm.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
263	No-read group in Folder-OMR	Remove group from Folder-OMR and manually correct	Ensure scanner is correctly aligned to marks and calibrated (for OMR). Ensure marks are to company barcode or OMR specifications.	a) Check functionality of scanner in test mode. b) Check functionality of tacho and trigger (for OMR) using the lights on the OMR/Barcode PCB. c) Ensure OMR/Barcode conveyor belts are locked to the drive shafts and driving without slip. Ensure that the feeder/on-line unit side guides are sufficiently tight to control paper within 1 to 2mm.
264	No-read group at Shuttle	Remove group from Shuttle and manually correct	Ensure scanner is correctly aligned to marks and calibrated (for OMR). Ensure marks are to company barcode or OMR specifications.	a) Check functionality of scanner in test mode. b) Check functionality of tacho and trigger (for OMR) using the lights on the OMR/Barcode PCB. c) Ensure OMR/Barcode conveyor belts are locked to the drive shafts and driving without slip. Ensure that the feeder/on-line unit side guides are sufficiently tight to control paper within 1 to 2mm.
265	Output no read	Check envelope contents before continuing.	Ensure scanner is correctly aligned to marks and calibrated (for OMR). Ensure marks are to company barcode or OMR specifications.	a) Check functionality of scanner in test mode. b) Check functionality of tacho and trigger (for OMR) using the lights on the OMR/Barcode PCB. c) Ensure OMR/Barcode conveyor belts are locked to the drive shafts and driving without slip. Ensure that the feeder/on-line unit side guides are sufficiently tight to control paper within 1 to 2mm.
266	No read whilst processing voids / re-prints	Remove error document. Press run to continue	Check reader setup, alignment, etc.	Re calibrate reader on latest printed material
267	Maximum no-read limit.	Remove all forms from unit and manually correct	Ensure scanner is correctly aligned to marks and calibrated (for OMR). Ensure marks are to company barcode or OMR specifications.	a) Check functionality of scanner in test mode. b) Check functionality of tacho and trigger (for OMR) using the lights on the OMR/Barcode PCB. c) Ensure OMR/Barcode conveyor belts are locked to the drive shafts and driving without slip. Ensure that the feeder/on-line unit side guides are sufficiently tight to control paper within 1 to 2mm.
268	BAD Programme	Barcode character has been incorrectly read - check barcode setup is correct and printing is clear.	Barcode character has been incorrectly read - check barcode setup is correct and printing is clear. Ensure label design contains no illegal characters.	Barcode character has been incorrectly read - check barcode setup is correct and printing is clear.
269	Output Group Sequence Error	Check Envelope contents before continuing	Check program and printed material are consistent.	

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
270	Cutter paper fault	Check / re-load paper in Cutter	Ensure cutter tractors and trimmers are correctly set and cut paper is central to machine. Clean cutter sensor with an air duster. Ensure both sets of side guides on the on-line interface are not too tight. Ensure that all waste material is removed from around the trimmers and drive-out rollers.	a) Check that output wheels on cutter are driving the removed sprockets away from the paper path. b) Check blade sharpness. c) Check paper sensor and paper out microswitch.
271	Cutter cover open	Close Cutter Cover	Ensure cover is closed.	Check adjustment of cutter microswitch cam.
272	Cutter emergency stop button pressed	Reset Cutter emergency stop	Ensure the button is not being accidentally touched or interfered with.	Check functionality of switch, replace if necessary.
273	Cutter in fault condition	Clear Cutter error. Press Start to continue	Ensure cutter fault is cleared. Press ‘clear’ then ‘single’ to bring the paper to the blade.	a) Ensure all faults are cleared. b) Ensure correct program is selected.
274	Cutter not responding to serial comms.	Check connections to cutter. Press Start to operate in ‘Parallel’ mode.	Ensure the cutter is not in a fault condition and ready to feed. Also check the emergency stop button is not pressed.	Check all connections into the cutter. Check all connections on the cutter interface board.
275	Cutter tractor (TR1) sensor clear	Clear paper and reload. Clear cutter jam and single cycle paper to blade. (Check cutter in sync before continuing)	Check that there is no paper left in the blade or side trimmers before re loading. Check brushes are not too tight.	Check calibration of sensor.
276	Cutter tractor (TR2) sensor clear	Clear paper and reload. Clear cutter jam and single cycle paper to blade. (Check cutter in sync before continuing)	Check that there is no paper left in the blade or side trimmers before re loading. Check brushes are not too tight.	Check calibration of sensor.
277	Cutter paper switch (TR1) clear	Check paper loaded. Check brush is in down position. Clear cutter fault.	Check brushes are not too tight. Check speed of job is not too high for perforation type. Check web calmer is correctly positioned.	Check web calmer is operating correctly and that distance between cutter and merger is correct.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
278	Cutter paper switch (TR2) clear	Check paper loaded. Check brush is in down position. Clear cutter fault.	Check brushes are not too tight. Check speed of job is not too high for perforation type. Check web calmer is correctly positioned.	Check web calmer is operating correctly and that distance between cutter and merger is correct.
279	FLT_CUTTER_ DATA_ERROR	NOT USED	NOT USED	NOT USED
280	Too many forms at shuttle.	Remove forms at shuttle.	Check the settings for max at shuttle is larger than the max pack size, or divert oversized groups.	Check the settings for max at shuttle is larger than the max pack size, or divert oversized groups.
281	Envelope jam at franker 2.	Remove envelopes from Frankers and env. divert units.	Ensure that the franker is running and that it is clear of any damaged stationery.	a) Check that envelopes leave the machine without the use of the franker. B) Check the values of the wetter/closer exit sensor and the franker sensor clear and blocked.
282	FLT_I2C_ BUFFER_FULL	NOT USED	NOT USED	NOT USED
283	Envelope has not arrived at Franker Exit Sensor	Remove all jammed envelopes from Output Area. Press Start to continue	Check job settings are correct for the envelope. Check printer is set to correct envelope thickness. Check franker interface tapes are pushing envelopes against transport rollers.	Check all transport systems are functioning correctly.
284	Envelopes too close together at Exit sensor	Remove all envelopes from the Output Area. Check all devices are ready to continue.	Reduce the machine speed	Check all drive and transport rollers are operating correctly and are free to rotate. Ensure there are no obstructions to movement of the envelope through the output system
285	I n c o m p l e t e group at shuttle.	Either refill feeder or remove incomplete group to allow autoend. If FOG, press autoend to complete.	The prime feed station is empty before the group is complete. Remove incomplete group and press autoend or re-load hopper to continue.	Check print run to see if the end of group page is missing, or check enough docs to complete fixed multiple group. If FOG, and run is complete autoend without removing documents, then force autoend when prompted.
286	Incomplete group in collate.	Either refill feeder or remove incomplete group to allow autoend. If FOG, press autoend to complete.	The prime feed station is empty before the group is complete. Remove incomplete group and press autoend or re-load hopper to continue.	Check print run to see if the end of group page is missing. Or check enough docs to complete fixed multiple group. If FOG, and run is complete autoend without removing documents, then force autoend when prompted.
290	Prime station has moved.	Reset unit Autoend, clear machine and restart.	If fault persists, call Technical Support.	Check the machine is earthed properly. Ensure all static elimination devices are in place and properly earthed.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
291	Label under reader.	Complete static alignment test then remove label and continue.	Complete static alignment test then remove label and continue.	Complete static alignment test then remove label and continue.
300	Document lost from sheet divert HP.	Documents have overrun the sensor or been removed. Check for missing/damaged documents before continuing.	Clean sensors with an air duster.	Check value of sensors, clear and blocked, in Engineer mode.
301	Document lost from turnover eject HP.	A filled envelope has overrun the sensor or been removed. Check for missing/damaged documents before continuing.	Clean sensors with an air duster.	Check value of sensors, clear and blocked, in Engineer mode.
302	Document failed to arrive at flatbed feeder exit.	Remove document from flatbed feeder.	Check for paper traps for the particular paper being used. Ensure that all material has been removed from the unit. Clean belts and rollers.	Check for paper traps for the particular paper being used. Ensure that all material has been removed from the unit. Check for free movement of all “T” bearings. Test feed clutch, feed brake and exit clutch and exit brake for correct operation.
303	Document jam at flatbed feeder exit.	Remove document from flatbed feeder.	Clean sensors with an air duster. Ensure carrier assembly is latched in position. Clean belts and rollers.	Check the functionality of the exit clutch and brake. Check for free movement of all “T” bearings.
304	Document lost in flatbed feeder.	Remove document, which may have overrun a sensor.	Clean sensors with an air duster. Ensure carrier assembly is latched in position. Clean belts and rollers.	Check value of sensors, clear and blocked, in Engineer mode. Check for free movement of all “T” bearings. Test feed clutch, feed brake and exit clutch and exit brake for correct operation.
310	Possible corrupt group at sheet divert 1.	Remove group(s) at sheet divert 1.	Remove group(s) at sheet divert 1.	Remove group(s) at sheet divert 1.
311	Possible corrupt group at sheet divert 2.	Remove group(s) at sheet divert 2.	Remove group(s) at sheet divert 2.	Remove group(s) at sheet divert 2.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
312	Possible corrupt group at shuttle.	Remove group(s) at shuttle.	Remove group(s) at shuttle.	Remove group(s) at shuttle.
313	Incomplete Alias tables.	Press 'Clear and Restart' and try again.	If fault persists, call Technical Support.	If fault persists, call Technical Support.
314	Unexpected document at collate HP1	Remove document from collate tray and retry	Clean all sensors using an air duster.	Check HP1& feed exit sensors. Check operation of feed clutch and brake in engineer. Check for clutch binding on.
315	Unexpected document at collate HP2	Remove document from collate tray and retry	Clean all sensors using an air duster.	Check HP1 and HP2 sensors. Check operation of HP1 clutch and brake in Engineer. Check for HP1 clutch binding on.
316	Collate pocket too small	Check document settings for this unit	The document programmed for this unit is below the minimum allowed. Change document settings.	See operator trouble shooting. Also check the collate index sensor is working correctly.
317	Too many late divert labels	Reduce number to fewer than 50	Remove some of the late diverts from the PICS late divert log, as the max. capacity of 50 labels has been exceeded.	Check operator troubleshooting. Reduce the number of late diverts to fewer than 50. Track the other documents via PICS
318	Too many late divert labels received	Press 'Clear and Restart' and try again.	Check late divert log, ensure there are fewer than 50 labels. Press 'Clear & restart' a try again.	Check late divert log. Ensure there are fewer than 50 labels. Quit M5Go.exe and re-start the PC. Press 'Clear & restart' before running the job again.
319	Too few late divert labels received	Press 'Clear and Restart' and try again.	Check late divert log for errors. Press clear and re-start to send the configuration to the machine. If fault persists restart the application.	Check late divert log for errors. Quit M5Go.exe and re-start the PC. Press clear & re-start before running the job again. If fault persists restart the application/ re-start the PC.
321	Verification mismatch of marked group(s)	Check marked groups(s)	Be careful to return documents to correct positions if removed. Possibly caused by a no read. Check the label is in the envelope window.	Be careful to return documents to correct positions if removed. Check the reader is functioning correctly and the trigger is correct.
322	Group ID Verification mismatch.	Check last groups(s). Is a page missing?	Investigate cause of missing page or bad read.	Investigate cause of missing page or bad read.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
323	Verification Fault at Output	Open Vertical Stacker cover, check and remove envelope(s) before pressing run to continue.	Check reader setup in output divert unit. Check barcode, configuration and job programming for correct setup.	Check reader set up and consistency of read. Go to read rate test to confirm setup. Check data logs for reason of failure.
324	No Read Fault at Output	Open Vertical Stacker cover, check and remove envelope(s) before pressing run to continue	Check reader setup in output divert unit. Check barcode, configuration and job programming for correct setup.	Check reader set up and consistency of read. Go to read rate test to confirm setup. Check data logs for reason of failure.
326	Too many successive output verification failures detected	Please Autoend the current job and check ALL settings are correct. Check reader set up is correct.	Check the camera or reader setup is correct. Adjust 'distance from leading edge to label' (for QX Hawk). Adjust trigger delay (for camera reading system) to ensure the label is in the ROI.	Check all connections between the reader and unit 0 are in place and operating correctly.
329	No Reply from AIMS	Remove all Documents from the collate upper conveyor. If Fault persists check all connections and check the AIMS Error log for more details	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
330	Downstream cascade feeder empty	Load documents into feeder. Press Start to continue.	One of the cascading feeders is empty, re-load and press start to continue.	See Operator troubleshooting information.
331	No optical doc data	If fault continues, call Technical Support.	If fault continues, call Technical Support.	Reader data is not associated with the correct document data record. Remove all docs, press clear & re-start and try again.
332	Wrong label length detected at reader	Remove document and check label setup is correct.	Check label set-up is correct and the number of characters in the label is correct. Check reader set-up/alignment.	See operator troubleshooting information. If variable length labels are being used set the "number of characters in the label" to the max. used and switch "security check" to none.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
333	Output Control has Stopped the Output Conveyor	Conveyor control mode has been set to stop machine by Error/Ink mark or Omr/ Barcode. Sort envelopes on the Conveyor and press Start to continue.	Check output configuration options, the conveyor control mode is set to stop machine or the machine is set to stop when an error group arrives at the conveyor or the machine is set to stop when an envelope is ink marked.	See operator trouble shooting. Change the control mode for the conveyor, errors or ink mark to one of the other options that does not stop the machine.
334	Form Jammed in Folder-OMR 1	Remove form from Folder-OMR 1 (Deskew sensor).	Check that the hi-cap pressure roller assembly is properly latched down. Clean all hi-cap feed and transport rollers with clean water and a clean cloth For an-online systems check spring pressures on SOL, check HP stops are operating correctly and not sticking.	a) Check the 2 feed clutches are driving correctly and that they are not slipping. b) Check that the hi-cap brakes are not binding. c) Check that the roller clutches in all the transport rollers are running freely. d) Check the sensor values clear and blocked for the hi-cap exit sensor. e) Ensure that the OMR transport belts are driving correctly and that the adjustable collars are securely clamped to the drive shafts. f) Check SOL solenoids are working correctly.
335	Folder-OMR 2 lost	Check docs at Fold-OMR HP and Shuttle.	Clean sensors with an air duster.	Check value of sensors, clear and blocked, in Engineer mode. Re-calibrate if necessary. Check exit brake is working correctly.
336	Too Many Forms in Divert Bin 1	Oversized group has been diverted. Check settings are correct for max fold and too many forms action.	The settings for ‘too many’ action or the settings for max fold are set incorrectly for the job that is being run. Check max group size (if running fixed multiple) is less than the max fold.	Group size is too large so the group has been diverted. Either change the action for too many forms or change the max fold settings (ensure the max group size is in spec).
337	Too Many Forms in Divert Bin 2	Oversized group has been diverted. Check settings are correct for max fold and too many forms action.	The settings for ‘too many’ action or the settings for max fold are set incorrectly for the job that is being run. Check max group size (if running fixed multiple) is less than the max fold.	Group size is too large so the group has been diverted. Either change the action for too many forms or change the max fold settings (ensure the max group size is in spec).
338	Unexpected Document Fold OMR Entry Sensor	Remove Documents from Fold OMR and Press Go to Continue	Check that the hi-cap pressure assembly is securely latched down. Clean all Hi-Cap sensors with an air duster. Clean all feed and transport wheels with a clean cloth and clean water. For an-online systems check spring pressures on SOL, check HP stops are operating correctly and not sticking.	a) Check the value of the hi-cap exit sensor. b) Check that all the clutches are freely rotating and not binding on. c) Check that all the hi-cap brakes are working correctly. d) Check all the hi-cap roller clutches are free running and not binding. (if fitted)

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
340	Unexpected document at output	Capture a trace manually. Record the last 5 envelopes to leave the machine. Send ALL this to the company for Analysis.	If you leave the run screen then choose “NO” for abandon job or remaining docs will cause code 340.Remove all documents manually from the machine. Press Clear and re-start and Try again. If Fault continues follow recovery information.	Possible CAN BUS Fault Upgrade to USB CAN CARD.
341	RX4 port error	Check all units are powered. If fault persists then capture a trace manually. Send this to the company for Analysis.	If fault persists call Technical Support.	If fault persists call Technical Support. Check all comms (serial) wiring and that the cable and units are earthed. Check control PCB issue level is current.
342	CAN Fault detected on PC	Capture a trace manually. Send this to NTL for Analysis.	Capture a trace manually. Send this to NTL for Analysis.	Capture a trace manually. Send this to NTL for Analysis
343	Data logging message not found in buffer	Capture a trace manually. Send this to NTL for Analysis.	Capture a trace manually. Send this to NTL for Analysis.	Capture a trace manually. Send this to NTL for Analysis.
344	E.D.M. Invalid repeat request	Capture a trace manually. Send this to NTL for Analysis.	Capture a trace manually. Send this to NTL for Analysis.	Capture a trace manually. Send this to NTL for Analysis.
390	General Cutter Error 1	Check Cutter for exact Fault	NO SYNC MARK READ	Check the cutter for correct setup of the sync sensor to the syncronisation marks on each page
391	General Cutter Error 2	Check Cutter for exact Fault	NO MIN NUMBER OF MARKS READ	Check reader setup in cutter
392	General Cutter Error 3	Check Cutter for exact Fault	Go to the cutter run screen for error information	Check the cutter for correct setup
393	Cutter Offline	Turn Cutter Online.	Check power is ON and ensure all electrical connections are secure.	Check serial comms for cutter.
394	Sensors out of Range	Press Autoend to Re-Calibrate Sensors.	Check all sensors have been cleaned and re calibrated.	Check sensor settings remain consistent. Any sensor changing value significantly between calibrations should be replaced.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
395	Sensors Dirty	Clean Sensors then re-calibrate.	Check sensors are clean and (those that are accessible) are correctly seated in sensor housings.	Check all sensors are correctly seated in housings. Find the sensor that is out of top limit and check electrical connection for correct contact and damage. Replace sensor if fault cannot be cured.
396	Multiple Sensors Failed to Calibrate	Check all wiring, clean sensors, check for paper blocking then re-calibrate.	Carry out a manual calibration of the unit.	Check electrical connections for unit. Check dip switches are correctly set. Check processor address. Check unit hardware and setup is correct.
397	Invalid Cutter programme selected	Check configuration is correct and that the cutter has a valid programme selected.	Check cutter has a valid program set for the program being selected from the configuration.	Program job 12 in the cutter, create a new job in the inserter using program 12. Check to see if job is selected (Job 12 is the default job).
399	Envelope not arrived at printer exit	Remove filled envelopes from the output area. If required clear the DEP buffer. Press run to continue.	Check to ensure that no pieces of paper are left in any position on the machine local to the printer.	Check the printer exit sensor is operating correctly (going blocked and clear).
400	The 8 volt supply has failed	Replace the faulty power supply as soon as possible, to ensure the normal operation is maintained.	Replace the faulty power supply as soon as possible, to ensure the normal operation is maintained	Unplug the power supply from the bus bar, apply power to the power supply and use a meter to test the 8V rail. Check power distribution sensor leads are correctly located. Check LEDs are lit. Check bus bar fuses
401	The 36 volt supply has failed	Replace the faulty power supply as soon as possible, to ensure the normal operation is maintained.	Replace the faulty power supply as soon as possible, to ensure the normal operation is maintained.	Unplug the power supply from the bus bar, apply power to the power supply and use a meter to test the 36V rail. Check power distribution sensor leads are correctly located. Check LEDs are lit. Check bus bar fuses.
402	The 8 volts and 36 volts has failed	Replace the faulty power supply as soon as possible, to ensure the normal operation is maintained.	Replace the faulty power supply as soon as possible, to ensure the normal operation is maintained	Unplug the power supply from the bus bar, apply power to the power supply and use a meter to test the 36V and 8V rail. Check power distribution sensor leads are correctly located. Check LEDs are lit. Check bus bar fuses.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
403	Envelope jam at printer exit	Remove envelopes from DEP/Meter. Correct any errors on the DEP/Meter. Press run to continue.	Check to ensure that no pieces of paper are left in any position on the machine local to the printer.	Check the printer exit sensor is operating correctly (going blocked and clear) and that the final exit sensor (after the franker) is operating correctly.
404	Wrong Envelope size Detected by the Printer	Please check the envelope size is programmed correctly in the Flexmail project. If fault persists call Technical Support	Check to ensure that envelopes are free to move through the printer and that there are no obstructions to free movement. Check the printer head height relative the pack thickness	Check the printer entry sensor is operating correctly. Check to see that the transport system is working correctly and that the belts are not worn
405	Change of Envelope size Detected	Check all envelopes from the vertical stacker conveyor have been removed. Press start to run the selected job.	Check job settings. Press clear and restart to clear message.	See Operator Advice
406	Envelope Throat Depth has Changed	Check / adjust the throat setting for the fingers, on the side of the kicker assembly, to X mm before running the job.	Check job settings. Press clear and restart to clear message.	See Operator Advice
407	Printer Cover Open	Please close all Printer covers and check the emergency stop is off	Check to ensure there is nothing obstructing the closure of the printer cover	Check the functionality of the cover switch. Check to ensure the external relay (in the head of the DS-1XXX is connected and operating correctly
408	Unexpected Envelope at Envelope Printer	Envelope has No Print Data. Please remove all envelopes from the printer. Then check settings before Pressing start to continue		

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
409	Printer Buffer Time out	Check printer is not in fault condition	Use printer instructions to ensure printer is in correct operating condition. If necessary power the printer off and re boot.	Re power the printer, close the Flexmail application and restart.
410	General Printer Error	Check Envelope printer for exact error code. Correct fault before continuing. Check printer / software are online	Use printer instructions to ensure printer is in correct operating condition. If necessary power the printer off and re boot.	Re power the printer, close the Flexmail application and restart.
411	Envelope Printer No Reply	No communications with the envelope printer. Check printer / software are online. Press Start to retry.	Use printer instructions to ensure printer is in correct operating condition. If necessary power the printer off and re boot.	Re power the printer, close the Flexmail application and restart. Check serial cables and serial comms port settings.
412	Unable to Purge Printer as HP Blocked	Remove all the documents/filled envelopes from unit 0 and the document at unit 1 advanced HP press Start to continue.	Check sensor is clear of material and is operating correctly.	Check sensor in Engineer
413	Purged Envelope Successful	Remove Purged Envelope from Output / Vertical Stacker. Check Print Quality. Purge another envelope if required or press Run to continue.	Follow instructions provided to clear the message.	Follow instructions provided to clear the message.
414	Too Many Successive Address Not Found in Database	AutoEnd the current job and Re-load a new Database.	Check job settings and database reference.	Test using standard database and printer jobs supplied by NTL.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
415	Unable to Run as Data in Envelope Printer Buffer	Manually Feed Blank Envelopes through the Printer, (Or press clear printer buffer on the run screen) until the Print Heads Park and the Belts Stop.	Use printer instructions to ensure printer is in correct operating condition. If necessary power the printer off and re boot.	Re power the printer, close the Flexmail application and restart.
416	Wrong Printer Job Selected	Modify printer job name in configuration and/or flexmail script.	Check job settings and print job reference.	Test using standard database and printer jobs supplied by NTL.
417	Remove Envelopes From Printer	Open the Vertical Stacker Cover and Remove all Envelopes.	Use printer instructions to ensure printer is in correct operating condition. If necessary power the printer off and re boot.	Re power the printer, close the Flexmail application and restart.
418	Printer Purged Env Failure	Check Printer is On Line and Repeat Purge if Required.	Use printer instructions to ensure printer is in correct operating condition. If necessary power the printer off and re boot.	Re power the printer.
419	Purge Envelope Not Allowed	Purge Envelope in a Job Run or Select Purge from the Printer Control Panel.	Use printer instructions to ensure printer is in correct operating condition. If necessary power the printer off and re boot. Ensure the inserter is in the correct operating condition.	Re power the printer, close the Flexmail application and restart.
420	WJPro Meter Requires Attention.	Attached meter requires the print heads to be cleaned. Please Clean the Print heads then Press Go to continue.	Use the IJ 15K/WJ Pro instructions to ensure the meter is in the correct operating condition. If necessary power the meter off and re boot.	Use the IJ 15K/WJ Pro instructions to ensure the meter is in the correct operating condition. If necessary power the meter off and re boot.
421	WJPro Ink Low	Check the Ink Level of the Franker. See Franker Instructions for Details	Use the IJ 15K/WJ Pro instructions to ensure the meter is in the correct operating condition.	Use the IJ 15K/WJ Pro instructions to ensure the meter is in the correct operating condition.
422	WJPro Funds Low	Check the Funds Level of the Franker. See Franker	Use the IJ 15K/WJ Pro instructions to ensure the meter is in the correct operating condition.	Use the IJ 15K/WJ Pro instructions to ensure the meter is in the correct operating condition.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
423	Franker Error	Instructions for Details Check the Franker Display for exact Fault. See Franker Instructions for Details of how to clear the fault	Use the IJ 15K/WJ Pro instructions to ensure the meter is in the correct operating condition. If necessary power the meter off and re boot.	Use the IJ 15K/WJ Pro instructions to ensure the meter is in the correct operating condition. If necessary power the meter off and re boot.
424	WJPro Emergency Stop	Check the Franker for exact Fault. See Franker Instructions for Details of how to clear the fault	Use the IJ 15K/WJ Pro instructions to ensure the meter is in the correct operating condition. If necessary power the meter off and re boot.	Use the IJ 15K/WJ Pro instructions to ensure the meter is in the correct operating condition. If necessary power the meter off and re boot.
425	WJPro Head Clean Requested	Wait for head cleaning to finish. Inserter will Auto Start when head cleaning is complete	Use the IJ 15K/WJ Pro instructions to ensure the meter is in the correct operating condition. If necessary power the meter off and re boot.	Use the IJ 15K/WJ Pro instructions to ensure the meter is in the correct operating condition. If necessary power the meter off and re boot.
426	No Acknowledge Message Received from WJPro/IJ-15K	Check the franker is online and that all settings are correct	Use the IJ 15K/WJ Pro instructions to ensure the meter is in the correct operating condition. If necessary power the meter off and re boot.	Check all serial cables and serial comm port settings.
427	No Status Message Received from WJPro/IJ-15K	Check the franker is online and that all settings are correct	Use the IJ 15K/WJ Pro instructions to ensure the meter is in the correct operating condition. If necessary power the meter off and re boot.	Check all serial cables and serial comm port settings.
428	Checksum Error on the Message received from WJPro/IJ-15K	Check the franker is online and all settings are correct	Use the IJ 15K/WJ Pro instructions to ensure the meter is in the correct operating condition. If necessary power the meter off and re boot.	Check all serial cables and serial comm port settings.
429	No Error Message Received from WJPro/IJ-15K	Check the franker is online and that all settings are correct	Use the IJ 15K/WJ Pro instructions to ensure the meter is in the correct operating condition. If necessary power the meter off and re boot.	Check all serial cables and serial comm port settings.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
430	Warning / Message Received from WJPro/IJ-15K	Check Franker for Details. Press Run to Continue	Use the IJ 15K/WJ Pro instructions to ensure the meter is in the correct operating condition. If necessary power the meter off and re boot.	Check all serial cables and serial comm port settings.
431	Communica-tion Error with WJPro/IJ-15K	Check the franker is online and all settings are correct	Use the IJ 15K/WJ Pro instructions to ensure the meter is in the correct operating condition. If necessary power the meter off and re boot.	Check all serial cables and serial comm port settings.
432	WJPro/IJ-15K Not Ready	Check Franker for Details. Press Run to Continue	Check the settings of the meter. Watch the meter screen, when the run button is pressed from the DS-1XXX, to en-sure it is communicating	Check all connections between the DS-1XXX and the meter
434	Processing was stopped due to the loop switch for the cutter detecting an error	If you like to ignore the error and continue processing, press (OK) and than RUN to continue. Otherwise press (Cancel).	Check the loop switch is blocked by the web.	Test the loop switch functionality.
435	Loop Switch for Cutter is Clear	Processing has stopped due to loop switch detecting an error. Correct paper loop (web) error	Check the loop switch is blocked by the web.	Test the loop switch functionality.
436	Prime Stop Button has been Activated	Check Stop switch is deactivated and Press Go to continue	Check to ensure that the stop button is not depressed by material placed on top.	Test the switch action is correct and that the microswitch opens and closes correctly. Test the circuit for open and closed conditions.
437	Sequence Error Detected on Cutter Channel	Please Remove ALL documents from the unit and then correct the next tractor (TR1/ TR2) to feed from the cutter	Advance the top or bottom web to correct the sequence. Set the correct next tractor to fire before proceeding.	
438	Prime Document is trying to select from a feeder that is empty	Either reload the feeder or remove the document from the Itrack. Press Run to continue	Check the program is correct.	

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
439	VOIDS at Shuttle	Please Remove ALL documents from the shuttle and Press Go to continue		
440	Document Not Arrived at Itrack	Please Remove ALL documents from the Itack. Press Go to continue	Check to ensure that documents are being driven from the shuttle to the 'Datum plate' and blocking the Itrack top sensor	Check the I track top sensor is going blocked and clear correctly.
441	Sub Group Removed by Operator	Please Remove the document from the Itack home position only. Press Go to continue	Your I track advanced sensor is becoming blocked due to machine stoppages caused by the shuttle or Itrack pocket. Check the adjustments of the shuttle to ensure documents are arriving cleanly at the Itrack pocket.	Look at the settings for the unit to ensure paper handling at the shuttle bed, shuttle and Itrack are correct and allowing clean operation of these areas.
442	Wrong Job Number Detected	Please Remove the document from unit	Check to ensure that you are running the correct job. Check to ensure you have not continued processing when the job number on the documents has changed	Advise the customer that their stationery contains more than one job number in the run.
443	Too Many Successive Thick Doubles Detected	Please Remove any documents in the collate and check all settings / stationary before continuing. Press Go to continue	Re calibrate doubles using the doubles cal button on the run screen	Check to ensure that the doubles sensor is operating correctly. Take a trace and look for the 'Thk=' values in the trace. Values should be in the range 350 to 600. If they are outside of this range either the emitter or receiver may be faulty.
444	Too Many Successive Duplicate Mail Pieces Detected	Please Remove any documents in the collate and check all settings / stationary before continuing. Press Go to continue	Check to ensure you are not running a duplicated job!	Advise the customer that their stationery contains repeated Piece IDs
494	Vertical Stacker Data Error Detected. Capture a trace from the VS and the inserter and send to NTL IPSS	Check the last envelope processed is logged correctly. Autoend the current job and press clear and re-start before running again	Ensure that you are correctly removing documents from the VS in the event of a crash in the VS. Ensure that the wheel sensor is operating correctly and is not fouled by a paper blockage	Check the functionality of the wheel sensor. Ensure the latest wheel sensor is fitted (TB1530/203)

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
495	Data Error Detected	Please remove all envelopes from the VS input area as well as the last envelope in the VS wheel.Press Run to continue	Ensure that you are correctly removing documents from the VS in the event of a crash in the VS. Ensure that the wheel sensor is operating correctly and is not fouled by a paper blockage	Check the functionality of the wheel sensor. Ensure the latest wheel sensor is fitted (TB1530/203)
496	No *J Messages Received from PC	Last Envelope Processed had no TQM data. Check Sequence	Check all serial cables and serial comm port settings	Check all serial cables and serial comm port settings
497	TQM not ready	TQM status is not ready. Check TQM for more information.	TQM is in a fault condition and not ready to accept the next filled envelope. Fix the TQM problem.	TQM is in a fault condition and not ready to accept the next filled envelope. Fix the TQM problem.
498	TQM no reply	Failed to establish communications with TQM.	Comms failure between the machine and TQM check both units are ready (powered on).	Check the serial cable from the machine unit zero control board (J12) is connected to the TQM and is not damaged.
499	TQM fault	TQM in fault condition. Check TQM for fault information.	Clear TQM fault so job can be resumed.	TQM has detected a fault please check TQM for exact fault.
500	Vertical Stacker Input Failed to Index.	Remove Envelopes on the input and retry. If fault persists call Technical Support.	Ensure there are no filled envelopes blocking the stepper. Clean index sensor with an air duster.	Check stepper in engineer mode, check index sensor in engineer mode.
501	Vertical Stacker Input Stepper Stall.	Remove filled Envelope Press Start to continue.	Remove filled envelopes from VS input area. Check spring guide tapes are adjusted correctly. Check that there are no obstructions to the VS belt path. Check that the VS belts are not damaged and that all the pawls are in place.	Check VS in at the correct height to the machine. Ensure the side guide is set correctly giving approx 10mm clearance for the envelope width. Check filled envelopes are sealing correctly. Check condition of pawled belts. Check that motor pulley is securely locked to the motor shaft. Check the VS input index sensor blocked and clear and the VS track clock sensor blocked and clear. Run the stepper in Engineer screen and check the returned number of clocks, forward and back. These should be equal in both directions to within 2 clocks. While still in Engineer stepper test, add resistance to the pawls and watch the change in returned clocks. This should give an indication of the strength of the stepper.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
502	Vertical Stacker Input Cannot Re-Sync.	Remove Envelope from VS Input	Input sensor/side guide sensor is not clear remove envelopes or clean sensors or re-calibrate.	Check that there are no obstructions to the VS input path. Check that the VS input belts are not damaged and that all the pawls are in place. Check that the pawls on the belts are not being obstructed spring guide tapes on the VS input. Clean the paper sensor with an air duster.
503	Vertical Stacker Input Unexpected.	Remove jam and retry.	Check the machine exit sensor or output divert exit sensor.	See operator Recovery information. If fault persists call Technical Support.
504	Vertical Stacker Input Not Arrived.	Remove envelope from the machine output and retry.	Ensure the filled envelope is closing/sealing correctly. Also that all config settings are correct for the envelope/fold.	See operator Recovery information. If fault persists call Technical Support.
505	Vertical Stacker Input Jam.	Remove jam and retry.	Ensure the filled envelope is closing/sealing correctly. Also that all config settings are correct for the envelope/fold.	Adjust the Vertical stacker input guide springs to guide the envelope into the vs input pocket. Too much restriction will prevent the envelope from clearing the sensor correctly. Also ensure the VS height is correct.
506	Vertical Stacker Side Guide Stall	Ensure there are no filled envelopes in the way, the envelope sizes are correct. Press Start to Continue.	Ensure all material is removed from the VS input area.	Check that the VS side guide motor runs backwards and forwards in engineer mode. If the backstop motor is struggling to drive the turnover backstop then: a) Disassemble the backstop mechanism. b) Check that the slider moves freely up and down the slide shaft. c) Check that the drive shaft rotates freely in the slide shaft and the brass bush in the turnover chassis. d) Check that the motor rotates freely when not attached to the mechanism. Also check the top hat sensor goes blocked and clear.
507	Vertical Stacker Side Guide Unexpected	Remove jam and retry.	Ensure all material is removed from the VS input area.	Check VS input sensor and VS side guide sensor works correctly.
508	Vertical Stacker Side Guide Not Arrived.	Remove Envelope from VS input and retry.	Ensure all material is removed from the VS input area.	Manually feed an envelope into the VS input, check alainment , check for catch points, check VS height (the height of the input ramp is critical.
509	Vertical Stacker Input Index Sensor Blocked	Check the Vertical Stacker input sensor is not faulty. If Fault persists then replace the sensor	Check the Vertical Stacker input sensor is not faulty. If Fault persists then replace the sensor.	Check the Vertical Stacker input sensor is not faulty. If Fault persists then replace the sensor

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
510	Vertical Stacker Wheel No Index	Remove Envelopes from the wheel and retry. If fault persists call Technical Support.	Ensure all material is removed from the VS wheel and there are no obstructions.	Check that there are no obstructions to the VS Wheel path. Check that the VS fingers are not damaged and that all pass through the conveyor. . Clean the sensor with an air duster.
511	Vertical Stacker Wheel Stall.	Remove filled Envelope Press Start to continue.	Check wheel passing through the conveyor without obstruction. Check alignment and that the conveyor height is correct and the conveyor is level.	Check that there are no obstructions to the VS Wheel path. Check that the VS fingers are not damaged and that all pass through the conveyor.
512	Vertical Stacker Wheel Jam.	Remove jam and retry.	Ensure all material is removed from the VS wheel.	Check index sensor is working, also check the condition of the drive belts/pulleys.
513	Vertical Stacker Envelope Lost	Remove ALL Envelopes from the VS. Press Start to continue	Ensure that you are correctly removing documents from the VS in the event of a crash in the VS. Ensure that the wheel sensor is operating correctly and is not fouled by a paper blockage.	Check the functionality of the wheel sensor. Ensure the latest wheel sensor is fitted (TB1530/203)
514	Vertical Stacker set to Stand Alone Mode	Check all settings and Press clear and restart and try again	Contact IPSS for help.	Contact IPSS for help.
515	Vertical Stacker Brush Stall.	Remove filled Envelopes from conveyor so VS brush can sync	Blow out any paper dust in the mechanism using an air duster.	Check the free running of the motor over its full range in Engineer. If the motor is struggling to move the mechanism disassemble the mechanism and check that: a) The slider slides freely up and down the slide shaft. b) The belt is clamped firmly between the slider and the stop plate. c) The drive shaft rotates freely in the slide shaft and the brass bush in the side of the fold plate. d) The motor rotates freely when the fold plate is removed from the machine.
516	Vertical Stacker Output Conveyor Full.	Empty Conveyor Remove paddle and press start to continue	Remove second paddle if it is blocking the conveyor full switch.	Check conveyor full switch is working correctly.
517	Vertical Stacker Not Received Config from Unit 0	Press OK and then Run to Continue. IF fault persists Power Cycle the Vertical Stacker and then reset unit 0	Re-power the vertical stacker.	Check the serial connection and the serial comm port settings

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
518	Vertical Stacker Not Received Status from Unit 0	Press OK and then Run to Continue. IF fault persists Power Cycle the Vertical Stacker and then reset unit.	Re-power the vertical stacker.	Check the serial connection and the serial comm port settings.
519	Vertical Stacker No Reply .	Press OK and then Run to Continue. IF fault persists Power Cycle the Vertical Stacker and then reset unit 0.	Re-power the vertical stacker.	Check the serial connection and the serial comm port settings.
520	Vertical Stacker Not Ready	Reset Vertical Stacker and press clear and restart to continue	Re-power the vertical stacker.	Check the serial connection and the serial comm port settings.
521	Forms (Doc Data Records) at the Cutter	Remove documents from the unit and continue. Check Document grouping is correct.	Check the connectors to the cutter are securely fitted.	See Operator Advice.
522	2 Forms (2 Doc Data Records) at SOL HP2	Remove documents from the unit and continue. Check Document grouping is correct.	Check the tension of the guide springs on the SOL unit. Check the functionality of the HP1 and HP2 solenoids.	Use the trace tool to check if documents are catching up between HP1 and HP2. Check functionality of solenoids and solenoid stop mechanisms.
524	2 Forms (2 Doc Data Records) at Col HP1	Remove documents from the unit and continue. Check Document grouping is correct.	Ensure all documents are removed from the unit and the covers are opened and closed.	Ensure all documents are removed from the unit and the covers are opened and closed. Check sensor values in Engineer.
525	2 Forms (2 Doc Data Records) at Col HP2	Remove documents from the unit and continue. Check Document grouping is correct.	Ensure all documents are removed from the unit and the covers are opened and closed.	Ensure all documents are removed from the unit and the covers are opened and closed. Check sensor values in Engineer.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
526	2 Forms (2 Doc Data Records) at Collate Turnover	Remove documents from the unit and continue. Check Document grouping is correct.	Ensure all documents are removed from the unit and the covers are opened and closed.	Ensure all documents are removed from the unit and the covers are opened and closed. Check sensor values in Engineer.
530	Track Guide re-sync Required	Remove 'Short on Long' guides from all stations.	Check configuration and document details are correct. Check track guides move freely after removing short on long guides.	Check that the short on long guides are in good condition and are not causing catch points on either the shuttle or the track guides. Check for free movement of the track guides during re sync.
531	Track Guide re-sync Complete	Fit or adjust 'Short on Long' guides to X mm. Press Start to continue.	Check configuration and document details are correct. Check shuttle pawls move freely and do not catch on the short on long guides. Check the configuration is correct for more than one short on long station.	See Operator Advice.
540	Envelope in VS entry (position 0) was due to be Jogged	Remove all filled envelopes from the VS and manually correct	Check configuration for Jog is correct. Check adjustments for VS to the inserter are OK. Check to see if the VS entry tapes are correctly adjusted.	Ensure entry, side guide and wheel sensors are working correctly. Ensure the stepper motors for the track and wheel both function correctly.
541	Envelope in VS entry (position 1) was due to be Jogged	Remove all filled envelopes from the VS and manually correct	Check configuration for Jog is correct. Check adjustments for VS to the inserter are OK. Check to see if the VS entry tapes are correctly adjusted.	Ensure entry, side guide and wheel sensors are working correctly. Ensure the stepper motors for the track and wheel both function correctly.
542	Envelope in VS (position 2) was due to be Jogged	Remove all filled envelopes from the VS and manually correct	Check configuration for Jog is correct. Check adjustments for VS to the inserter are OK. Check to see if the VS entry tapes are correctly adjusted.	Ensure entry, side guide and wheel sensors are working correctly. Ensure the stepper motors for the track and wheel both function correctly.
543	Envelope in VS (position 3) was due to be Jogged	Remove all filled envelopes from the VS and manually correct	Check configuration for Jog is correct. Check adjustments for VS to the inserter are OK. Check to see if the VS entry tapes are correctly adjusted.	Ensure entry, side guide and wheel sensors are working correctly. Ensure the stepper motors for the track and wheel both function correctly.
550	Duplicate Document in Sheet Divert Bin 1	Remove group from Divert 2 and manually correct	Check the material being processed is for the correct job run. Also check with a supervisor that the job run has not been reprinted	Inform IT department or production department that a job run has been repeated.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
551	Duplicate Document in Sheet Divert Bin 2	Remove group from Divert 1 and manually correct	Check the material being processed is for the correct job run. Also check with a supervisor that the job run has not been reprinted	Inform IT department or production department that a job run has been repeated.
552	Invalid Piece ID on the Document in Sheet Divert Bin 1	Remove Documents from Divert 1 and manually correct	Check the material being processed is for the correct job run. Also check with a supervisor that the job run has not been reprinted	Inform IT department or production department that a job run has been repeated.
553	Invalid Piece ID on the Document in Sheet Divert Bin 2	Remove Documents from Divert 2 and manually correct	Check the material being processed is for the correct job run. Also check with a supervisor that the job run has not been reprinted	Inform IT department or production department that a job run has been repeated.
560	Piece ID Not Match	Remove ALL documents from the collate unit and manually check / correct	Check the material being processed is in the correct page sequence	
599	Please Remove all the Documents from the SOL unit. You Must Now Autoend this Job	Please Remove all the Documents from the SOL unit. You Must Now Autoend this Job	Check to ensure that you are running the correct job. Chaeck to ensure you have not continued processing when the job number on the documents has changed	Advise the customer that their stationery contains more than one job number in the run
601	Collate Backstop Carriage has stalled	Remove any documents from the collate pocket. Check for any obstructions	Manually rotate the carriage drive shaft and check for free running of the carriage. Clean the shaft and base plate (section where carriage support bearings run).	Check that the motor drives correctly in both directions. Check the carriage index and clock sensors are operating correctly.
602	Unexpected Envelope at the Flap Gripper Sensor	Remove envelope and or inserts from the handover/insert area. Also check there are no envelopes at the Envelope HP2	Check that there are no envelopes located between the opener conveyor HP2 and the flap gripper rollers. Manually rotate the flap gripper rollers to eject any envelopes under the insert platform	Check the functionality of the flap gripper stepper and the flap sensor. Check the functionality of HP2 and its free return movement.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
603	Envelope Flap Jam	Remove Jammed Envelope from flap gripper. Check/ remove any envelopes at HP2 by lifting the rear top plate	Check that there are no envelopes located between the opener conveyor HP2 and the flap gripper rollers. Manually rotate the flap gripper rollers to eject any envelopes under the insert platform.	Check the functionality of the flap gripper stepper and the flap sensor. Check the functionality of HP2 and its free return movement.
604	Env Side Guide 1 Stall	Check All Envelopes are Removed form the Envelope Path. Press Start to Continue	Use an air duster to clean the mechanism	Using Engineer check:- a) The mechanism/motor drive freely in both directions, b) The index sensor is working correctly, c) the clock sensor is working correctly. Check for any other obstructions to movement.
605	Env Side Guide 2 Stall	Check All Envelopes are Removed form the Envelope Path. Press Start to Continue	Use an air duster to clean the mechanism	Using Engineer check:- a) The mechanism/motor drive freely in both directions, b) The index sensor is working correctly, c) the clock sensor is working correctly. Check for any other obstructions to movement.
606	Env Side Guides Failed to Sync	Check All Envelopes are Removed form the Envelope Path. Press Start to Continue	Use an air duster to clean the mechanism	Using Engineer check:- a) The mechanism/motor drive freely in both directions, b) The index sensor is working correctly, c) the clock sensor is working correctly. Check for any other obstructions to movement.
607	Inclined Envelope Feed Conveyor Stall	Lift Mechanism has stalled. Check for obstructions / damaged mechanism	Ensure all material has been removed from the feed conveyor and that there are no obstructions to free movement of the lifting mechanism	Remove the rear cover of the conveyor. Remove the motor drive belt and manually raise and lower the conveyor. The lift mechanism should have free movement. Check the motor operates correctly with the belt removed
608	Job Number Has Changed	Please Remove all the Documents from the Shuttle Bed and Feeder HP. You Must Now Autoend this Job	Check to ensure that you are running the correct job. Check to ensure you have not continued processing when the job number on the documents has changed.	Advise the customer that their stationery contains more than one job number in the run
609	Job Number Has Changed	Please Remove all the Documents from the Fold OMR unit and the Feeder HP. You Must Now Autoend this Job	Check to ensure that you are running the correct job. Check to ensure you have not continued processing when the job number on the documents has changed	Advise the customer that their stationery contains more than one job number in the run

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
610	Job Number Has Changed	Please Remove all the Documents from the Collate Conveyor. You Must Now Autoend this Job	Check the material being processed is for the correct job run. Also check with a supervisor that the job run has not been reprinted	Inform IT department or production department that a job run has been repeated.
611	Communication Error with Vailipost	Check system is online and all connections are correct. Press start to re-try	Check that program is correct for Valipost Interface	Check all electrical connections are secure. Check serial comms are correctly set up in IMOS and in the Valipost server
612	Job Number Not Acknowledged from Valipost	Check system is online and all connections are correct. Press Clear and restart and retry	Check the material being processed is for the correct job run.	Inform IT department or production department that a job run has been repeated.
613	Job number confirmation has failed	Document was a NO Read, so job number could not be confirmed. Remove Document and Press go to continue	Check the material being processed is for the correct job run.	Inform IT department or production department that a job run has been repeated.
614	No reply from Valipost PC	Check all connections and settings both in IMOS and at the Valipost PC	Check all connections. Check Valipost is powered on and is working correctly.	Check all connections. Check Valipost is powered on and is working correctly.
615	Unrecognized mail piece detected by Valipost	Check Valipost database for details. Check error document destination / vertical stacker input.	Check that Valipost has the correct database for the job being processed	Check that Valipost has the correct database for the job being processed

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
616	Wrong job number detected by Valipost	Check Valipost database for details. Check error document destination / vertical stacker input	Check that Valipost has the correct database for the job being processed.	Check that Valipost has the correct database for the job being processed.
617	Wrong piece ID detected by Valipost	Check Valipost database for details. Check error document destination / vertical stacker input.	Check that Valipost has the correct database for the job being processed.	Check that Valipost has the correct database for the job being processed.
618	Valipost has requested the inserter to stop	Check Valipost database for details. Check envelopes at output / vertical stacker	Check that Valipost has the correct database for the job being processed.	Check that Valipost has the correct database for the job being processed.
620	Unexpected document at Cutter Interface HP	Remove documents from Cutter Interface	Check to ensure that no material has been left in the exit of the cutter or on the cutter interface. Feed a form from both tractors of the cutter to ensure operation is correct	Check the drive clutch and brake of the cutter interface operate correctly. Check the interface sensor operates correctly
621	Document Not Arrived at Cutter Interface HP	Remove documents from Cutter Interface	Check to ensure that no material has been left in the exit of the cutter or on the cutter interface. Feed a form from both tractors of the cutter to ensure operation is correct	Check the drive clutch and brake of the cutter interface operate correctly. Check the interface sensor operates correctly
622	Document Lost From cutter Interface HP	Remove documents from Cutter Interface	Check to ensure that no material has been left in the exit of the cutter or on the cutter interface. Feed a form from both tractors of the cutter to ensure operation is correct	Check the drive clutch and brake of the cutter interface operate correctly. Check the interface sensor operates correctly
623	Document Jam at Cutter Interface	Remove documents from Cutter Interface	Check to ensure that no material has been left in the exit of the cutter or on the cutter interface. Feed a form from both tractors of the cutter to ensure operation is correct	Check the drive clutch and brake of the cutter interface operate correctly. Check the interface sensor operates correctly
624	2 Forms (Doc Data Records) at the Cutter Interface	Remove documents from the unit and continue. Check Document grouping is correct	Check to ensure that no material has been left in the exit of the cutter or on the cutter interface. Feed a form from both tractors of the cutter to ensure operation is correct	Check the drive clutch and brake of the cutter interface operate correctly. Check the interface sensor operates correctly

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
625	Paper Not Loaded or Webs Not Aligned in the Cutter	Load or align paper in cutter. Check cutter display for details	Check that material is correctly loaded in the cutter. Manually feed forms from both webs	
626	No Commun-ications with the Cutter	Check all connections and settings at the inserter and the cutter. Press Start to continue	Check to ensure that the cutter is setup and On-Line	Check all electrical connections with the cutter.
627	Synchronization Marker Not Found	Check cutter display for exact error and re-align web(s)Remove ALL documents from cutter interface and the accumulator. Press Start to continue	Check the alignment of the synchronisation marks on the material being processed with the sync. Sensor position	Check the calibration of the sensor. Ensure the sync. Light turns ON and OFF when the mark is passed under the sensor
628	Merger Empty and Synchronization Marker Not Found	Either re-load paper or press Autoend to finish the job run	Check the alignment of the synchronisation marks on the material being processed with the sync. Sensor position	Check the calibration of the sensor. Ensure the sync. Light turns ON and OFF when the mark is passed under the sensor
629	Cutter is OFFLINE	Check cutter is online (not in programming mode). Correct any fault found	Check the setup of the cutter. Ensure the cutter is set to On-Line before proceeding	
700	AutoRead Camera Stepper has Stalled	Check Mechanism is free. If fault persists call Technical Support	Use an air duster to clean the mechanism. Use a cloth to clean the slide shaft and surfaces on which the transport bearings move	Check:- a) The mechanism/motor drive freely in both directions, b) The index sensor is working correctly. Check for any other obstructions to movement.

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
701	Camera Needs to be Changed. Wait for LIS PC to Power down. Power down the Inserter	Unplug the camera cables and fit the required camera. Re-fit all cables. Power the camera PC. Power the Inserter. Press Clear and restart to continue	Check the configuration is requesting the correct camera and barcode function	Run a standard camera job to ensure the system operates correctly
750	FFPD Collate Unexpected Document	Remove Document from unit	Move the accumulator back on its slide rails and ensure that the FFPD is completely clear of all documents and any material preventing mechanical operation of the diverting arms	Check the operation of the FFPD divert solenoid and return spring
751	FFPD Collate Not Arrived	Remove document from this unit/ the collate eject	Move the accumulator back on its slide rails and ensure that the FFPD is completely clear of all documents and any material preventing mechanical operation of the diverting arms	Check the operation of the FFPD divert solenoid and return spring
752	FFPD Collate Jam F	Remove Jammed Document Press Run to Continue	Move the accumulator back on its slide rails and ensure that the FFPD is completely clear of all documents and any material preventing mechanical operation of the diverting arms	Check the operation of the FFPD divert solenoid and return spring
753	FPD Collate Lost	Find and Remove the Error document	Move the accumulator back on its slide rails and ensure that the FFPD is completely clear of all documents	Check the operation of the FFPD divert solenoid and return spring. Check the operation of the collate stepper belts
754	FFPD Pocket Unexpected Document	Remove Document from unit	Move the accumulator back on its slide rails and ensure that the FFPD is completely clear of all documents	Check the operation of the collate stepper belts. Check the operation of the pocket stepper belts. Check sensors are working correctly
755	FFPD Pocket Not Arrived	Remove document from this unit	Move the accumulator back on its slide rails and ensure that the FFPD is completely clear of all documents	Check the operation of the collate stepper belts. Check the operation of the pocket stepper belts. Check sensors are working correctly
756	FFPD Pocket Jam	Remove Jammed Document Press Run to Continue	Move the accumulator back on its slide rails and ensure that the FFPD is completely clear of all documents	Check the operation of the collate stepper belts. Check the operation of the pocket stepper belts. Check sensors are working correctly
757	FFPD Pocket Lost	Find and Remove the Error document	Move the accumulator back on its slide rails and ensure that the FFPD is completely clear of all documents	Check the operation of the collate stepper belts. Check the operation of the pocket stepper belts. Check sensors are working correctly

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
758	FFPD Exit Conveyor Unexpected Document	Remove Document from unit	Open the exit conveyor lid and remove all documents. If necessary pull the accumulator back on its slides and remove any documents from the pocket, before the exit conveyor. Ensure the exit conveyor lid is latched home correctly	Check to ensure that the exit conveyor lid latches home correctly. Check the operation of the exit stepper. Check the exit conveyor sensor and the pocket sensor
759	FFPD Exit Conveyor Not Arrived	Remove document from this unit	Open the exit conveyor lid and remove all documents. If necessary pull the accumulator back on its slides and remove any documents from the pocket, before the exit conveyor. Ensure the exit conveyor lid is latched home correctly	Check to ensure that the exit conveyor lid latches home correctly. Check the operation of the exit stepper. Check the exit conveyor sensor and the pocket sensor
760	FFPD Exit Conveyor Jam	Remove Jammed Document Press Run to Continue	Open the exit conveyor lid and remove all documents. If necessary pull the accumulator back on its slides and remove any documents from the pocket, before the exit conveyor. Ensure the exit conveyor lid is latched home correctly	Check to ensure that the exit conveyor lid latches home correctly. Check the operation of the exit stepper. Check the exit conveyor sensor and the pocket sensor
761	FFPD Exit Conveyor Lost	Find and Remove the Error document	Open the exit conveyor lid and remove all documents. If necessary pull the accumulator back on its slides and remove any documents from the pocket, before the exit conveyor. Ensure the exit conveyor lid is latched home correctly	Check to ensure that the exit conveyor lid latches home correctly. Check the operation of the exit stepper. Check the exit conveyor sensor and the pocket sensor
762	FFPD Input Stepper Motor Stall	Remove any Jammed Documents and check for any obvious obstructions	Move the accumulator back on its slide rails and ensure that the FFPD is completely clear of all documents. Move the collate stepper by hand and ensure it moves freely through a complete belt cycle to detect if there is still any paper left in the unit	Check the operation of the collate stepper belts. Check the operation of the pocket stepper belts. Check sensors are working correctly
763	FFPD Exit Stepper Motor Stall	Remove any Jammed Documents and check for any obvious obstructions	Move the accumulator back on its slide rails and ensure that the FFPD is completely clear of all documents. Move the exit stepper by hand and ensure it moves freely through a complete belt cycle to detect if there is still any paper left in the unit	Check the operation of the collate stepper belts. Check the operation of the pocket stepper belts. Check sensors are working correctly
764	FFPD Input Stepper Failed to Index	Check and Remove any documents in the unit	Move the accumulator back on its slide rails and ensure that the FFPD is completely clear of all documents. Move the collate stepper by hand and ensure it moves freely through a complete belt cycle to detect if there is still any paper left in the unit	Check the operation of the collate stepper belts. Check the operation of the pocket stepper belts. Check sensors are working correctly

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
765	FFPD Exit Stepper Failed to Index	Check and Remove any documents in the unit	Move the accumulator back on its slide rails and ensure that the FFPD is completely clear of all documents. Move the exit stepper by hand and ensure it moves freely through a complete belt cycle to detect if there is still any paper left in the unit	Check the operation of the collate stepper belts. Check the operation of the pocket stepper belts. Check sensors are working correctly
766	Corrupt Group at FFPD Exit	Remove the Corrupt group manually correct as required. Press Run to continue	This is a correct operating message. If you do not want this message to appear then change the job settings to change the destination of material being processed	N/A
767	FFI Mailer Not Ready	Please wait	Check the setup of the FFI	Check the readiness of the FFI
768	FFI Seriial Communication Error	NACK error. Last message was rejected. Check all cables / settings are correct	Ensure that all cables are correctly connected and secured in place	Check external and internal connections
769	FFI Serial Communication Timeout	Timeout error. Last message was rejected. Check all cables / settings are correct	Check to see if the FFI is still powered and ready to operate. Ensure that all cables are correctly connected and secured in place	Check external and internal connections
770	FFI Inserter Not Responding to serial communications	Check all settings and cables. If Fault Persists contact IPSS	Check to see if the FFI is still powered and ready to operate. Ensure that all cables are correctly connected and secured in place	Check external and internal connections
771	FFI Serial Com-munications Lost	Check all settings and cables before pressing run to continue	Check to see if the FFI is still powered and ready to operate. Ensure that all cables are correctly connected and secured in place	Check external and internal connections
772	FFI Inserter in Fault Condition	See FFI Inserter screen for more details. Resolve Error before pressing run to continue	Check setup and readiness of FFI	N/A

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
773	FFI Mailer Covers Open	Close covers and press start to continue	Check covers are correctly in place and closed	Check cover magnets are in good condition and operating correctly
774	NO Matching Job Found	Tandem mode requires the job names to be common. Please check all settings are correct	Check the job setting are compatible between the FFI and the DS-1200	N/A
775	Tandem Mode Lost	Check all settings are correct before trying again	Check to see if the FFI is still powered and ready to operate. Ensure that all cables are correctly connected and secured in place	Check external and internal connections
997	Debug Fault Serial Port	Use for debug only		
998	Debug Fault Cutter Bad Read	Use for debug only		
999	Debug Fault	Use for debug only		
1000	Not used			
1001	NACK Error	Check all connections and settings are correct. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1002	Error Timeout	Check all connections and settings are correct. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
1003	Error CMD NOT sent correctly	Check all connections and settings are correct. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1004	Cancelled by User	Check all connections and settings are correct. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1005	Duplicate Mail Piece	See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Check the material being processed is for the correct job run. Also check with a supervisor that the job run has not been reprinted	Inform IT department or production department that a job run has been repeated.
1006	Cannot Connect To AIMS Possible TCP/IP Error	Check all connections and settings are correct. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1021	Data Received AIMS Error	Check all connections and settings are correct. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
1022	Data Received Duplicate Document ID	Document ID read has already been processed. Remove ALL documents from the unit and manually correct documents	Check the material being processed is for the correct job run. Also check with a supervisor that the job run has not been reprinted	Inform IT department or production department that a job run has been repeated.
1023	Data Received Invalid Job Number	Job ID has no Database on AIMS. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Check the material being processed is for the correct job run. Check to ensure that job has been copied to the AIMS server	Inform IT department or production department that a job run is not valid.
1024	Data Received Invalid Doc Number	Piece ID read is not in the Database. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Check the material being processed is for the correct job run. Also check with a supervisor that the job run has not been reprinted	Inform IT department or production department that a job run is corrupt.
1025	Data Received Invalid Data	See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1026	Data Received Invalid Page Number	See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1027	Data Received Invalid Process Type	See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
1028	Data Received Piece Removed	See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1029	Data Received Piece Added	See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1030	Data Received Piece Removed Double	See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1031	Data Received Piece Added Double	See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1040	Create Connection Failure. No Response from AIMS	Check all connections and settings are correct. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1041	Close Connection Failure	Check all connections and settings are correct. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
1042	Watchdog Not Received	Check all connections and settings are correct. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1043	Critical Error	Check all connections and settings are correct. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1044	General AIMS Error	Check all connections and settings are correct. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1051	Error Connection Already Live with different Parameters	Check all connections and settings are correct. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1052	Job ID is Not Valid	Job Id has no Database on AIMS. See AIMS and/or IMOS error log file for more details	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
1053	Connection Already Open	Check all connections and settings are correct. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1054	Process Type is Not Valid	Check all connections and settings are correct. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1055	Create Connection Request Not Received	Check all connections and settings are correct. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1056	Invalid Number of Arguments in the Data Packet	Check all connections and settings are correct. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1057	Invalid Argument in the Data Packet	Check all connections and settings are correct. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support

Error Code	Error Message	Recovery Information	Operator action if fault persists	Engineer action if fault persists
1058	Invalid Packet or String Received	Check all connections and settings are correct. See AIMS and/or IMOS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1997	AIMS Not Licenced For This Product	See AIMS error log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support
1998	Error Detected in Data	Check Last Few Mail Pieces. Processed are correctly logged in AMIS. See AIMS log file for more details. If fault persists contact NTL IPSS	Contact a supervisor or the IT department for support	Test network and server status. If network or server status is at fault contact your IT department for support